

# KLINGER Belgium | Logistic Terms and Conditions

(valid as of 01/05/2024)

## Transportation time and cost

### Transport time

The estimated transportation time is contained in the communicated delivery times, included in the quotation/order confirmation. Please note that transportation times may vary depending on destination and availability of transportation services.

### Transportation costs for standard deliveries within Belgium:

- 0 to ≤ 24 kg: €35,- excluding VAT.
- ≥ 25 to ≤ 599 kg: €90,- excluding VAT.
- ≥ 600 to ≤ 1119 kg: €150,- excluding VAT.
- ≥ 1200 to ≤ 1800 kg: €250,- excluding VAT.

*(Including packaging and handling costs)*

Standard orders are delivered only when complete. Partial deliveries on request are subject to an additional transport and packaging cost per partial delivery.

### Deviant situations

In case of different situations, such as, but not limited to; special dimensions, heavier shipments, rush deliveries, deliveries to remote areas or special transportation requirements, a special price will be charged upon request.

### Packaging and handling costs

A standard packaging & handling fee of €20 applies to orders that are picked up. This charge does not apply to shipped orders, where packaging & handling costs are included.

Additional charges may apply for special packaging & handling requirements, such as extra protection or custom packaging. These charges are communicated in advance and depend on the complexity of the packaging & handling requirements.

## Minimum order value & administration fees

On orders with a net value below €200 (excluding transport & packaging costs), a surcharge of €50 in administration costs applies.

## Express and emergency orders

Additional charges for Express and Emergency orders will be calculated upon request. Contact details such as customer's name, phone number as well as the opening hours of the delivery address, etc. are required to be provided with your order. This is to ensure proper service and processing of all Express and Emergency orders.

## Customer complaints

Complaints should be reported to the Sales Support Team at [order@KLINGER.be](mailto:order@KLINGER.be) within 15 days of receipt of the goods.

## Returns

Returns should primarily be reported to the Sales Support Team. An accompanying document with your company details (including contact person) and an overview of the returned items and quantities, as well as the reason for return and your order number is required.

## Contact information

<p><b>BILLING ADDRESS (MAIN OFFICE)</b> KLINGER Belgium NV Leuvensesteenweg 250 A 1800 Vilvoorde, Belgium Tel. +32 (0)2 247 16 11 VAT N°: BE 0417.753.363</p> <p><b>DELIVERY &amp; PICK-UP ADDRESSES</b></p> <p><b>WAREHOUSE VILVOORDE</b> KLINGER Belgium Leuvensesteenweg 248 H 1800 Vilvoorde, Belgium Tel. +32 (0)2 247 16 80</p> <p><b>WAREHOUSE OELEGEM</b> KLINGER Belgium Ter Stratenweg 14 2520 Ranst-Oelegem, Belgium T +32 (0)3 470 13 90</p>	<p><b>BANK DATA</b> BNP Paribas Fortis IBAN: BE82 2100 9323 8068 BIC:GEBABEBB KBC IBAN: BE40 4324 0208 6163 BIC:KREDBEBB</p> <p><b>EMAIL ADDRESSES</b> Orders: <a href="mailto:order@klinger.be">order@klinger.be</a>   <a href="mailto:info@philippejans.be">info@philippejans.be</a> General/Applications: <a href="mailto:info@klinger.be">info@klinger.be</a>   <a href="mailto:info@philippejans.be">info@philippejans.be</a></p>
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