



CUSTOMER TERMS



Maileg Aps
Trehuse 14
7400 Herning

ORDER PROCEDURE

When you are approved and registered as a new customer you will receive your customer account no and login to our B2B webshop:.

Webshop:	Customer number/ username:	Password:
www.maileg.co.uk	6 – digits (sent to you separately)	your e-mail address

info@maileg.dk
+45 98 64 50 46
www.maileg.co.uk

When you are logged in to the webshop you will be able to see item details such as price, order quantity, stock available and expected delivery date when the item is not on stock.

Once you have completed an order on the webshop an order copy will automatically be sent to you. The official order confirmation will be sent to you showing the expected shipment date, stock status, price etc.

PAYMENT TERMS

The first 2 orders must be paid prior to delivery.

We will send a prepayment invoice 1-2 weeks before expected delivery.

Bank information is stated on the invoice. Remember always to write you invoice no and/or customer no.

When your payment is received, we will pack and dispatch the order.

If we cannot delivery all items at the same time, the remaining items will be kept on backorder and will be shipped as soon as possible.

After the first 2 prepayments the payment terms will be changed to net 14 days.

DUNNING PROCEDURE

In case of late payment, we send Dunning letter 1 with a fee of 10€

At Dunning letter 2 an additional 20€ is charged - and your account will be blocked until payment is received. At the same time, the payment term is changed back to prepayment for the next 2 orders.

If the payment still fails, the case will be transferred to Debt Collection



DELIVERY AND FREIGHT TERMS

The delivery date on the order confirmation is always indicative.

We do not charge administration fee, regardless of the order size, but provide the following conditions:

Freight free limit: 1750€

Back orders below 200€ are not sent.

The goods remain on backorder and will be shipped together with the new order or additional order.

Back orders below 50€ are deleted without further notice

The first backorder is sent freight free, but by 2nd delivery the freight is charged as normal.

Price per package: 28€

For "volume goods" the freight is always calculated separately, this is marked on the order confirmation.

PRICING

Maileg's recommended prices are shown in our pricelist and on the invoice you receive together with the goods.

We strongly recommend you follow those prices as lowering the prices will eventually destroy the market for all retailers and consumers.

GLOBAL STATEMENT REGARDING SALES ON THIRD-PARTY ONLINE SITES

We do not accept sale on Amazon, eBay etc.

In case we find out you sell Maileg on these sites we will consider if we can continue our co-operation with you.

CUSTOMER SERVICE

All inquiries related to products, orders, payments, claims etc must be sent to info@maileg.dk

Please always be specific and inform your customer no and item no.

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DANISH DESIGN

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