

Shipping Terms of QuickJack Nederland B.V.

Version: 1.0

Date: 10-12-2024

1. General

These shipping terms apply to all orders placed via the QuickJack Nederland B.V. website (www.quickjack-nederland.nl). By placing an order, you agree to these terms.

2. Order Process

When you place an order, you will receive a confirmation email. However, this does not mean that a purchase agreement has been concluded. QuickJack Nederland B.V. reserves the right to refuse or cancel an order.

3. Shipping Methods

QuickJack Nederland B.V. offers various shipping methods depending on the weight, size, and destination of the order. The shipping costs are calculated and displayed during the order process.

We use the following three shipping methods and carriers:

DPD Post for parcel shipments up to 30kg within mainland Europe and Scandinavia.

Steenbergen Transport for pallet shipments within the Benelux.

DHL Freight for pallet shipments within mainland Europe and Scandinavia.

4. Shipping Costs

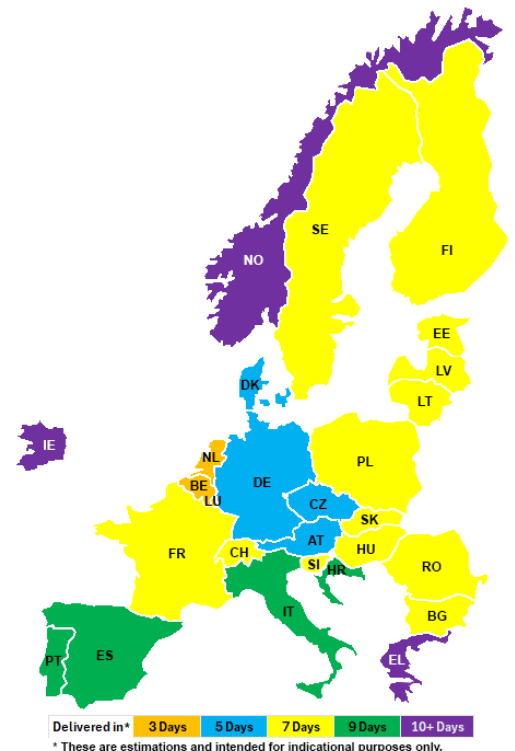
Shipping costs are determined based on the destination, size, and weight of the package. The costs are clearly displayed during the checkout process. For orders above a certain amount, shipping costs may be reduced or waived. This will be communicated in advance during the order process.

5. Delivery Times

The estimated delivery time is provided during the order process. QuickJack Nederland B.V. strives to deliver orders within the indicated timeframe. Delivery times are indicative and may vary depending on product availability and customer location. Delays may occur due to factors beyond our control, such as weather conditions, delays by the carrier, or other unforeseen circumstances.

6. Delivery and Receipt

Orders will be delivered to the address you provided. It is important that the address is entered correctly and completely. If the package cannot be delivered, the carrier may



send the package to a pickup point. It is the customer's responsibility to collect the package on time. If a pallet shipment cannot be delivered, the transport service will arrange a new delivery appointment to offer the shipment again.

7. Damage upon Delivery

Upon receipt of the package, you must check the condition of the shipment. If there is damage to the packaging or the product itself, you should immediately report it to the carrier and contact QuickJack Nederland B.V. via info@quickjack-nederland.nl. We will then work with you to find a solution.

8. Returns

If you are not satisfied with your order, you have the right to return the product within the statutory withdrawal period of 14 days, provided the product is unused, undamaged, and in the original packaging. To return a product, you must first contact our customer service. You are responsible for returning the order and any associated costs. If desired, we can arrange the return shipment for a fee. When we receive the return, we will assess the condition of the products. If the products are unused, undamaged, and in the original packaging, we will refund the full purchase price, including any shipping costs, to your account. If the returned products are damaged or used, we may adjust the refund amount to cover the depreciation of the product. In that case, we will make a proposal for the refund amount. Payment surcharges (if applicable) may be deducted from the refunded amount, as indicated during the order process.

9. Payment and Shipping

Payment must be made in advance via the available payment methods on our website. After receiving the payment, we strive to process your order within 2 working days.

10. Force Majeure

QuickJack Nederland B.V. is not liable for delays in delivery or other issues resulting from circumstances beyond our control, such as natural disasters, strikes, or technical failures with carriers.

11. Lost Shipments

If a shipment is lost during transport, QuickJack Nederland B.V. will make every effort to have the transport company trace the lost shipment and deliver it. QuickJack Nederland B.V. has up to 30 days after the purchase date to have the shipment delivered. If the shipment is not delivered within this period, it is considered lost. After this period, the customer may cancel the purchase agreement, or the order will be resent in consultation with the transport company and the customer. The delivery period will restart with the reshipment.

12. Contact Information

For questions about shipping, delivery times, or other matters, you can contact our customer service via:

Email: info@quickjack-nederland.nl

Phone: +31 (0)6 27365781

13.Changes

QuickJack Nederland B.V. reserves the right to change these shipping terms at any time. Any changes will be published on this page.