



## V-ZUG Ltd service costs

Invoicing of special logistics requests from business customers as well as returns caused by business customers

Standard deliveries	usually free of charge
<ul style="list-style-type: none"><li>Standard retail store</li><li>Business customer's warehouse as the only valid delivery location + V-ZUG's standard route planning (e.g. twice a week)</li><li>Project business/construction site delivery (new buildings or renovations) with <math>\geq 4</math> units per delivery</li></ul>	
Additional services provided by our transport department	
Special requests and additional services for our customers are associated with additional effort and costs. Therefore, we would like to point out the additional costs with this document and ask you to take note of them.	
Special delivery	
There is no entitlement to special delivery. V-ZUG tries to adapt delivery route planning to customer requirements if possible.	
Delivery outside the standard route planning	according to effort
<ul style="list-style-type: none"><li>V-ZUG will communicate actual costs in advance</li></ul>	
Delivery outside Standard-Routenplanung / for a certain time	from CHF 150.00
<ul style="list-style-type: none"><li>V-ZUG takes this into account as far as possible, but cannot guarantee this</li><li>According to effort, from CHF 150.00 per delivery</li></ul>	
Delivery of individual devices from a 'collective order' to specialist dealers	from CHF 150.00
<ul style="list-style-type: none"><li>CHF 150.- for the first device and CHF 25.00 for each additional device</li><li>The delivery must comply with the respective standard route planning; if outside: effective costs, cf. special delivery</li></ul>	
Delivery of small quantities directly to the construction site	CHF 170.00
<ul style="list-style-type: none"><li>CHF 170.00 for 1-3 devices</li></ul>	
Distributing the devices on floors and/or apartments	according to effort
<ul style="list-style-type: none"><li>Effective costs will be communicated by V-ZUG in advance</li><li>The transport service must be agreed by the business customer together with V-ZUG in good time, at least 5 working days before the planned delivery</li></ul>	
Return of packaging material (cardboard and polystyrene)	
<ul style="list-style-type: none"><li>V-ZUG does not unpack any appliances on site at the business customer's premises</li><li>Standardised packaging and pallets can be returned by the business customer on the occasion of the delivery of products by V-ZUG, provided that they are in an unsoiled condition and are provided separately according to materials</li><li>There will be no separate collection by V-ZUG and any return will be at the expense of the business customer</li><li>A larger quantity of returned packaging and pallets must be notified to V-ZUG in good time, at least 5 working days before the planned return</li><li>V-ZUG can charge business customers the value of non-returned, standardised packaging and pallets at cost</li><li>Non-standardised packaging will not be taken back</li></ul>	
Paper invoice	per invoice CHF 2.90
Return of one or more devices	from CHF 150.00
If V-ZUG or a third party commissioned by V-ZUG has caused the incorrect delivery of appliances, business customers can return the appliances free of charge.	
If the incorrect delivery was caused by the business customer, the return will be invoiced by V-ZUG.	
Handling charge:	
<ul style="list-style-type: none"><li>for 1-3 devices flat rate CHF 150.00</li><li>from 4 devices CHF 50.- per each additional device</li><li>Damage to the device caused by the business customer will be deducted from the refundable amount (at least 10.0% of the original net price)</li></ul>	
In any case, returns are only permitted within the first two months after delivery. The devices must be unused and in their original packaging. An additional CHF 50 per device will be charged per open package.	