



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">Standard retail storeBusiness customer's warehouse as the only valid delivery location + V-ZUG's standard route planning (e.g. twice a week)Project business/construction site delivery (new buildings or renovations) with ≥ 4 units per delivery	
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">V-ZUG will communicate actual costs in advance	
Delivery outside Standard-Routenplanung / for a certain time	from CHF 150.00
<ul style="list-style-type: none">V-ZUG takes this into account as far as possible, but cannot guarantee thisAccording to effort, from CHF 150.00 per delivery	
Delivery of individual devices from a 'collective order' to specialist dealers	from CHF 150.00
<ul style="list-style-type: none">CHF 150.- for the first device and CHF 25.00 for each additional deviceThe delivery must comply with the respective standard route planning; if outside: effective costs, cf. special delivery	
Delivery of small quantities directly to the construction site	CHF 170.00
<ul style="list-style-type: none">CHF 170.00 for 1-3 devices	
Distributing the devices on floors and/or apartments	according to effort
<ul style="list-style-type: none">Effective costs will be communicated by V-ZUG in advanceThe 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	
Return of packaging material (cardboard and polystyrene)	
<ul style="list-style-type: none">V-ZUG does not unpack any appliances on site at the business customer's premisesStandardised 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 materialsThere will be no separate collection by V-ZUG and any return will be at the expense of the business customerA larger quantity of returned packaging and pallets must be notified to V-ZUG in good time, at least 5 working days before the planned returnV-ZUG can charge business customers the value of non-returned, standardised packaging and pallets at costNon-standardised packaging will not be taken back	
Paper invoice	per invoice CHF 2.00
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">for 1-3 devices flat rate CHF 150.00from 4 devices CHF 50.- per each additional deviceDamage to the device caused by the business customer will be deducted from the refundable amount (at least 10.0% of the original net price)	
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.	