



FIBERTEK GMBH
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Notes on delivery by forwarding agent:

Delivery is made by truck and "free curbside", i.e. to the public curb nearest to the delivery address, unless expressly agreed otherwise.

Please note that delivery of the goods to the delivery address "free curbside" cannot take place due to the lack of accessibility by truck by the shipping company in the following cases:

- The delivery address is located in a street or can only be reached via a street that is dedicated as a traffic-calmed area / "play street", and/ or
- The delivery address is located in a street or can only be reached via a street whose trafficability is prohibited for vehicles with a permissible total weight of 40 tons, and/or
- The delivery address is located in a street or can only be reached via a street which is narrower than 3.25 meters at a point to be passed during delivery due to obstacles such as parked vehicles or a construction site at the time of delivery, and/or
- The delivery address is located in a dead-end street.

If one of the above-mentioned particularities applies to the desired delivery address or if you are unsure in this respect, please contact our customer service by phone or email before placing an order in order to clarify whether or to which location a delivery can then be made.

Please also note that it is necessary that you are personally present at the delivery address when the goods are delivered by the shipping company.

On the one hand, this is because you must confirm the delivery of the goods in writing. On the other hand, the unloading of the goods requires your assistance in such a way that you support the employee of the forwarding agency with the unloading of the goods from the truck to the curb by physical cooperation. You must therefore be physically able to lift a weight of up to 30 kilograms.

Finally, it should be noted that no specific desired time for delivery can be agreed. The shipping company will agree with you on a delivery on a desired day from Monday to Friday (excluding holidays) in a time window from 8 am to 1 pm or 1 pm to 6 pm. Your presence at the delivery address is required during the entire time window. Unfortunately, it is not possible to narrow down the time of delivery more precisely.