

Order confirmation

Each order will be confirmed by EPS Industries in writing.
Price, ordered quantity and date of delivery are thereby confirmed.

Delivery time defined:

Daytime: 08:00-18:00
Early morning: till 09:00 on construction site
Morning: till 12:00 on construction site
Afternoon: till 18:00 on construction site

Delivery takes place on the day confirmed by EPS Industries.

Pick-up time at our works

Monday to Thursday: 07:30 –17:00
Friday: 07:30-12:00

Pick-up discount

For collection by the customer there is a refund of 2,- €/m³

Unloading service

In general our prices quoted do not include unloading. In case of deliveries with lorries of EPS Industries unloading can be arranged.
Unloading surcharge: 3,- €/m³

Offer price

Prices quoted apply to the purchase volume of a full lorry load (= 100 m³) and include tow delivery sites if the distance between those sites is less than 30 km. For a third unloading site 50,- € will be charged.

Minimum quantity surcharge

For small quantities from 10 to 20 m³ a minimum quantity surcharge of 120,- € will be charged.
Quantities less than 10 m³ cannot be delivered.

Cancellation

For special products such as inclination boards or special formats (1x1m or 2x1m) and special thicknesses of 7, 9, 11, 13, 15, 17, 19, 21 cm as well as all other odd-numbered thicknesses, a cancellation of the order after receipt of order confirmation is not possible. The goods must be accepted in full.

Returned goods

Will only be accepted after consultation and for a handling fee of 30% of the goods' value.
Damaged or soiled goods cannot be returned.

Goods acceptance

After unloading and inspection by the customer or his assigned personnel acceptance of the goods must be confirmed by the customer by signing the delivery note stating date and time of delivery.
The name of the person who takes over the goods must be written in legible script on the delivery note.