



EUROPE

SERVICE LEVELS

Within Europe, we offer different service levels so that our products are delivered to your chosen delivery address in a way that is convenient for you. This document provides an overview of what service levels we offer and what is and is not included with each of them.

Please note that not all service levels may be available for the delivery address that you have provided. Available options will be shown dynamically during checkout. Depending on the chosen service level, a surcharge may apply. These surcharges will be applied automatically during the checkout process.

Export surcharges (only applicable for shipments going to Switzerland, Norway and The United Kingdom) will be calculated during checkout. Import fees will be charged to you directly by the carrier

Below, you can find the service levels that we offer. With each of these options, it is the responsibility of the consignee to carefully inspect that the received goods are in expected condition before signing the delivery slip and accepting the delivery.

Warehouse delivery:

A simple warehouse delivery without unpacking, assembly or setup. The receiving warehouse will foresee enough manpower to help the driver unload the truck.

Non-warehouse delivery:

A curbside delivery to a location that is not a warehouse. All items will be placed on the curb. Unpacking, assembly or installation is not included with this type of delivery.

Our third-party transporter will contact you in advance to schedule your delivery. Please note that an extra surcharge will apply if the consignee misses any scheduled appointments.

White glove delivery:

By choosing white glove delivery, you will need to submit your order through the 'Contact us' button instead of finalising it online. A sales representative will contact you to further process the order and ensure that you receive the best possible service.

This service level includes installation in the room of choice and removal of the packaging (an extra fee may be applied depending on the floor level and if a ladderlift is needed).

Our third-party transporter will contact you in advance to schedule your delivery. Please note that an extra surcharge will apply if the consignee misses any scheduled appointments.

This option is currently only available in Belgium, Luxembourg, The Netherlands (excluding Friesland, Drenthe and Groningen), France (excluding Corsica) and Spain (excluding Canary Islands).