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# IMPORTANT INFORMATION REGARDING SALES TRANSACTIONS OF HERBERT WALDMANN GMBH & CO. KG

Last updated: 26 January 2021

## 1. Contact information

You can call us or reach us by e-mail at [sales.germany@waldmann.com](mailto:sales.germany@waldmann.com) on weekdays from 7:30 a.m. to 5:00 p.m. (Fridays until 3:00 p.m.) at the phone numbers listed below. You can find your personal contact in the office or your local advisor on our homepage at [www.waldmann.com](http://www.waldmann.com) or under:

Products for industry, office and health & care: +49 7720 601 - 100  
Products for medical phototherapy: +49 7720 601 - 200  
Service department (assembly and repairs): +49 7720 601 - 170

## 2. General conditions of sale, maintenance and repair

The current General Conditions of Sale, Maintenance and Repair of Herbert Waldmann GmbH & Co. KG shall apply exclusively. We would be pleased to send them to you upon request. They are also available at [www.waldmann.com/general-terms](http://www.waldmann.com/general-terms).

## 3. Minimum order value

The minimum order value per order is a net amount of EUR 20.00. If the order value is minor, the remaining difference under the net amount of EUR 20.00 will be added to the net value of the goods. For deliveries in Germany, the minimum order value per order will also apply to follow-up orders or partial deliveries on demand.

## 4. Shipping terms

Standard shipping

For orders with a net value of up to EUR 1,000.00, we calculate a shipping fee of EUR 10.50 for standard shipping with the DPD parcel service or our standard freight forwarding service. For free-standing luminaires, desk-mounted luminaires and suspended luminaires, we will charge you a shipping fee of EUR 26.50 up to a net value of EUR 1,000.00. If the net value of the goods in a delivery exceeds EUR 1,000.00, this shipping fee is dropped.

Express handling

Should you require express handling, we calculate an express fee of EUR 42.00 for various parcel or freight forwarding services, regardless of the value of the goods.

The following express services are available to you:

DPD parcel service, express shipping with 24-hour service:

DPD parcel service, next-day express shipping by 10 a.m.

DPD parcel service, next-day express shipping by 12 noon.

Shipment by forwarding agency/scheduling service or delivery at a fixed date:

Shipment by forwarding agency, next-day express delivery by 10 a.m.

Shipment by forwarding agency, next-day express delivery by 12 noon

Due to the standardisation of our shipping processes, we deliver exclusively using our system partners DPD (parcel service shipment of up to 25 kg, standard or express) and our standard freight forwarding service. We calculate a fee of EUR 42.00 per shipment for additional handling costs caused by deviating shipping and transport provisions.

Please note that the statutory Value Added Tax must be added to all listed EUR amounts. The listed provisions also apply to repeat orders or desired partial shipments within Germany.

Information regarding deliveries "ex works":

Herbert Waldmann GmbH & Co. KG shall neither bear the costs which may arise for belated inspections nor assume liability for any delays in the supply chain for shipments being collected by a not regulated agent or by a forwarding agency which has not handed over a duly signed hauler declaration to Herbert Waldmann GmbH & Co. KG.

## 5. Delivery times

We maintain an extensive inventory of standard and fast-selling products in order to meet short-term delivery demands. Please understand that we cannot maintain a complete inventory of our comprehensive range of luminaires and that we produce certain items solely on a commission basis. Delivery of products in inventory is normally completed within 3-5 working days. The delivery time for products not available from stock, can be 4 weeks or more. In all cases, we inform you of the actual delivery date when we confirm your order. We reserve the right to make changes in the delivery date in cases of unforeseeable complications, i.e. due to supply shortages.

## 6. Terms of payment

Within 10 days from the date of invoice, strictly net.

Special conditions according to the agreement (quote) apply to deliveries abroad.

## 7. Credit check

When dealing with new customers or in case of justified suspicion, we reserve the right to perform a credit check. To safeguard against a credit risk we retain the right to supply goods against advance payment according to the results of the credit check and the credit limit. This is why in individual cases we deliver goods only after a down payment. We will notify you of this in a timely manner and coordinate payment with you.

## 8. Returns

Returns are generally only possible upon request and with the approval of Waldmann. Custom-made products cannot be returned or exchanged.

Prerequisites:

A return should wherever possible be registered under the following link: [www.waldmann.com/service/returns](http://www.waldmann.com/service/returns). We reserve the right to send back or scrap goods which have been returned without prior notice and which cannot be assigned due to missing information at the charge of the signor.

In general, returns are accepted on the following conditions:

- Goods, especially samples, should be in original packaging, they should be in the original state, undamaged and saleable.
- Goods are off-the-shelf products which are either published in our printed catalogue or on our website and are no custom-made article.
- Dispatch of the goods should not date back longer than 3 months.
- A wrong, damaged or defective Waldmann article has been sent.
- Samples that meet the conditions mentioned under a.

Returns have to be sent free of charge to our address or according to Incoterms® 2010 – DAP Villingen-Schwenningen, otherwise, we reserve the right to refuse acceptance of the delivery.

Credit notes for returns:

Returns will be credited at the price charged in the sales invoice, taking into account discounts or other deductions. Shipping costs will not be reimbursed, and we will charge you a handling fee. Shipping costs and costs for customs duties and handling will be deducted from the credited total amount or will be charged subsequently.

The credited total amount will be 85% of the net value per return. The minimum handling fee will be EUR 20.00. We reserve the right to deduct or charge subsequently further costs incurred, e.g. for working up, repainting, etc. Freight charges and costs for postage will not be refunded.

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#### 9. Disposal of our products (in Germany)

In accordance with the Electrical and Electronic Equipment Act (ElektroG), we exercise the option of a contractual agreement regarding the disposal of luminaires that we supply (without fluorescent lamps) as follows:

All luminaires we put on the market as of 13/08/2005 are collected and disposed of by the ISD INTERSEROH Dienstleistungs GmbH, Cologne (www.interseroh.com) at our cost and in compliance with our disposal obligation. Cost of delivery to the transfer points is borne by the Ordering Party. Information about available alternative INTERSEROH transfer points is available from the INTERSEROH headquarters in Cologne. In return, the purchaser shall ensure that the disposal is exclusively carried out by the disposal contractor designated by Herbert Waldmann GmbH & Co. KG. Our WEEE registration number is: DE 77596560. The disposal arrangements in other European countries are to be made by the importer according to the respective national regulations.

#### 10. Disposal of fluorescent lamps

The provision of disposal options for fluorescent lamps is the obligation of their manufacturer. As of March 2006, fluorescent lamps can also be delivered to nationwide LIGHTCYCLE disposal system collection centres free of cost.

#### 11. Information acc. to the German law on settlement of disputes with consumers (VSBG)

We are neither willing nor obligated to participate in dispute settlement proceedings before arbitration boards for customers in the sense of the German law on settlement of disputes with consumers (Verbraucherstreitbeilegungsgesetz; VSBG).

**Herbert Waldmann GmbH & Co. KG**  
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USt.-IdNr. DE 217 355 961  
WEEE-Reg-Nr. DE 77596560

**Rechtsform** Kommanditgesellschaft  
Sitz Villingen-Schwenningen  
Registergericht  
Freiburg i.Br. HRA 602616  
**Komplementär** Waldmann GmbH  
Sitz Villingen-Schwenningen  
Registergericht  
Freiburg i.Br. HRB 602670  
**Geschäftsführer** Christoph Waldmann,  
Markus Wiedmann, Daniel Hug

**Bank**  
Postbank Stuttgart  
Sparkasse Schwarzwald-Baar  
Volksbank Schwarzwald-Donau-Neckar eG  
Volksbank eG Schwarzwald Baar Hegau  
Deutsche Bank AG  
Commerzbank AG  
BW Bank

**BIC**  
PBNKDEFF  
SOLADES1VSS  
GENODES1TUT  
GENODE61VS1  
DEUTDE6F694  
COBADEFFXXX  
SOLADEST

**IBAN**  
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