

## RELEVANT DETAILS OVERNIGHT EXPRESS

### TERMS OF DELIVERY

Daily orders submitted (Mo-Fr) before 17:00 hrs will be delivered the next day before 08:00 hrs (also Saturdays).

No delivery costs from the 1st windscreen.

Orders of side windows and accessories can only be delivered without charge when ordered in combination with a windscreen or a rear screen. Single orders of these items will incur a delivery charge of € 10.00.

### eSHOP

To activate your account, we need the completed master data sheet and the details of the depot.

Your access data will be sent separately. (The activation of the eShop will need 1 hour.)

Do not hesitate and register to our Turbo Club right away. Then you save Turbo points with each eShop order, which you can redeem for attractive rewards.

### SHIPMENT

We ship via overnight delivery to a location defined by you (also Saturdays).

To ensure proper delivery transport insurance, please make sure that – before you place your first order – you send us a depot plan or pictures of the pound via e-mail.

We charge 1.5% of the net value of your purchase as transport insurance. This is already included in the cost of the goods.

### CLAIMS

Please forward complaints concerning transport damages or missing parts via e-mail to [claims@glavista.com](mailto:claims@glavista.com) before 11:00 hrs on the day of delivery.

### RETURNS

We need your written notification of returns within 3 months of the delivery.

Please understand that we have to invoice customer cancellations or incorrect orders at € 15.

You will receive a return label by e-mail, which you print out and attach to the windscreen.

Returns will be accepted within the subsequent 10 working days. If this has not happened, please contact [claims@glavista.com](mailto:claims@glavista.com).

Returns must be provided packed, unless they were delivered unpacked.

If you require any further information please contact our service team, either via email at [claims@glavista.com](mailto:claims@glavista.com) or phone +49 721 94007-0.