

FACTSHEET OVERNIGHT EXPRESS

TERMS OF DELIVERY

Orders received before 17:00 (Mon-Fri) will be delivered the next day until 08:00 (also Saturday). Depending on the postal code area, orders received before 17:30 will also be delivered the next day.

Orders for side windows and accessories can be delivered free of charge if ordered together with a windshield or rear window. Single orders of these items will incur a delivery fee of 10,00€.

eSHOP

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

You will receive your access data by eMail. (The activation of the account takes 1 hour).

In your customer account you will find information about your profile, orders and the returns portal.

You have access to the entire Glavista range and find attractive offers.

SHIPMENT

We deliver the next day to the address you specify (even Saturday).

Before your first order, please make sure that you email us a depot plan or pictures of your depot by email to ensure adequate transportation insurance.

We charge 1.5% of the net purchase value as transportation insurance. This is already included in the already included.

CLAIMS

Defects in the delivery and the ordered items can be claimed in the returns portal at www.glavista.com or by sending an e-mail to claims@glavista.com.

We ask you to submit transport damage and missing parts on the delivery date before 11:00 am to us.

RETURNS

Returns can be registered within a period of 3 months in the returns portal at www.glavista.com.

Please understand that we charge a fee of or 25 € for cancellations or faulty orders for pickup.

The return / pickup order will be sent by e-mail.

Returns will be picked up within the following 10 business days.

If this has not happened, please contact claims@glavista.com.

Returns must be provided packaged unless they were delivered unpackaged.

If you need any further information please contact our service team, either via email to claims@glavista.com or phone +49 721 94007-0.