

Customer guidebook for Eufill logistics

Customer has a CIP transport damage:

- Customer can email Logistics@eufill.com
- What Eufill will need is order number, pictures of damage and stock quantity that is damaged.
- We will contact the customer on what the customer would like as a solution (replacement product or Credit note)
- We will arrange collection on the damaged goods and apply one of the two solutions mentioned above.

Customer has received wrong product:

- Customer can email Logistics@eufill.com
- What Eufill will need is order number, pictures of wrong product and quantity.
- Eufill can arrange collection of the wrong shipped product(s) and will arrange shipping of the correct products that the customer originally ordered.
- The customer will receive a new (commercial) invoice, for serial number tracking.

Customer wants an express shipment

- For customers in Europe, DHL Express is an option for shipments up to 900kgs. The customer can select DHL Express in *checkout*, when placing an order.
- This order will be processed as an urgent order, and our warehouse will pack this order as an urgent order.
- Pre-payment customer are asked to pay their pro forma invoice via speed payment, to be able to send out the goods as soon as possible.

Customer has an issue with CIP shipment during transit

- Customer can email Logistics@eufill.com asking help with their shipment.
- Eufill will ask for the order number, so we can look for the shipping number.
- Eufill will contact their dedicated (DHL) contact with the shipment number so he can undertake action.
- Eufill will report back to the customer that the freight company is undertaking action.
- When the freight company has resolved the issue, or has an update on the issue, this will be communicated back to the customer.
- Depending on the urgency of the shipment, Eufill and the customer will discuss if an express shipment is an option to resolve the issue. To speed up the process, Eufill will contact the customer by telephone, if need be.

If customer need any special requirements for their CIP or EXW shipment

- If a customer needs a special adjustment, or a special requirement for their shipment, the customer may contact Logistics@eufill.com.
- Eufill will communicate with the customer on what Eufill will be capable on helping with, or that this request can unfortunately not be fulfilled.
- As result, Eufill will communicate back on what request was fulfilled and which were not fulfilled. Of course, if an explanation is needed, Eufill can contact the customer by telephone.

If a customer wants a quote for EXW-shipment

- If a customer would like a quotation for a shipment that is awaiting collection, the customer can feel free to contact Logistics@eufill.com.
- Eufill asks which order this is regarding to, and what the “ship to - address” is.
- Eufill will respond with multiple options, which are from regular shipping to express shipping.
- The customer would like to use Eufill arranged shipment and accepts the quotation, Eufill will set everything in motion.
- When the shipment has been arranged, Eufill will share the tracking link of the shipment via email.

I would like to dropship my order within the EU, how does this work?

- If you as a customer would like to dropship your order from us to your client, you should alter the delivery address in the check-out. You should fill in the address of your drop ship customer.
- Please note that we share the address with DHL for your transport only.
- Customer should add contact details from the drop ship customer. Please add in the comment field:
 - Contact email address of the recipient
 - Telephone number of the recipient

Your client will then receive your tracking link from DHL per email (or telephone). Please note that DHL will always contact the drop ship customer address for delivery and not the address that ordered the shipment.