

General ordering and delivery information for Cascando

Delivery times

As nearly all the products are in stock, rapid delivery is guaranteed. The regular delivery time is 2 to 4 weeks. If a shorter delivery time is required, please contact us. Express delivery within 24 hours must always be arranged with us in advance by telephone.

Delivery and packaging

Our products are supplied in efficient packaging which is suitable for export. The products are supplied from our factory in Duiven, the Netherlands. If required, we can give you a quotation for the transport costs of each shipment and can arrange the transport for you.

Samples

We are happy to provide samples for projects. We will invoice you for samples and credit them to your account once again after they have been returned undamaged.

Special models

We are happy to provide special models for projects upon request.

Payment conditions

The payment conditions are stated in the quotation.

Guarantee

Our products are covered by a 2-year guarantee.

Claims

We would ask you to carefully inspect the goods upon receipt for any damage which may have occurred. Please notify us of any claims by return, at the latest within 8 days of receiving the goods.

Returns

Please contact us in advance to arrange the return of any goods. We will issue you with a goods return number.

Reservation of title

The products supplied will remain our property until full payment has been received.

Changes

We reserve the right to change the models shown, dimensions, colours, materials or prices at any time.

General conditions of sale

In addition to the general ordering and delivery information stated above, all the quotations issued, orders accepted and deliveries made are subject to our general conditions of sale, as filed with Arnhem Chamber of Commerce under number 09099116.

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