

# General information

## General information

### First order

First orders have to be placed with us in written form. Exclusively specialist dealers are served by us.

### Ordering by phone/fax/e-mail

The simplest and safest way of ordering from R+M is sending your orders by fax or e-mail. Please be so kind as to immediately contact us if you have received problem reports.

Your orders are promptly processed after receipt. A confirmation of order is sent to you by return.

Subsequent incoming orders are entered as new ones and are separately processed. Unfortunately, we cannot agree with amending an order that has already been confirmed.

**Phone:** +49 (0) 2051-94857-0

**Fax:** +49 (0) 2051-94857-3400

**E-mail:** sales@rm-suttner.com

Orders can also be placed by phone during our business hours.

### Business hours

Monday to Thursday 8 a.m. - 5 p.m.

On Fridays 8 a.m. - 3.45 p.m.

### Address

**R+M de Wit GmbH**

**Heidestraße 11**

**42549 Velbert**

**Germany**

### Special requests

Products that are obtained specially for you or parts that are not included in our catalogue cannot be returned.

### Internet


The very latest information about new products are provided on our web site [www.rm-suttner.com](http://www.rm-suttner.com). If you subscribe to our newsletter you are regularly and automatically informed about any news.

### Catalogue

Please order the „neutral“ catalogue for your customers! R+M Nr. 980 005 for 4.50 euro per piece.

[www.rm-suttner.com](http://www.rm-suttner.com)

### Despatch

Despatch is effected by parcel service. Single products which are heavier than 30 kg as well as bulky goods are despatched by forwarding companies. These items are marked with the symbol . On request we can also despatch consignments by express carriage forward.

Delivery is effected ex works.

As smaller quantities cause extremely high costs please note our minimum order value of € 100,-. For goods of a net value under € 250,- packaging and carriage per shipment are as follows:

Category	1	1	2
Country	D	F/AT/B/NL/I/CH*	DK/S/E/GB/LT/CZ/SF/PL/N*
Shipment by UPS	€ 8,-	€ 10,-	€ 20,-
Shipment by forwarder	€ 30,-	€ 50,-	€ 70,-
* Customs clearance by forwarder	-	+ € 30,-	+ € 30,-
* Customs clearance by UPS	-	+ € 21,-	+ € 21,-
Different delivery address	+ € 5,-	+ € 5,-	+ € 5,-

**Category 1:** Charge per shipment of max. 3 parcels or 50 kg, the shipment is carried out by a forwarder in case of exceedance. Surcharge for bulky and long goods of more than 2.70 m: + € 20,-

**Category 2:** Charge per parcel up to 30 kg, the shipment is carried out by a forwarder in case of exceedance.

Surcharge for bulky and long goods of more than 2.70 m: + € 20,-.

**Express deliveries and all other countries:** at cost

### Return consignments

As a matter of principle unused goods or goods that you complain about have to be returned carriage paid after having applied for. In this case, please ask for our application form for return consignments. Please note that consignments sent to us carriage forward are not accepted.

### Additional deliveries

Due to our wide range of products it may happen that products are not obtainable for a short time. These products are then sent to you together with one of your next orders.

R+M high quality spare parts are obtained from well-established manufacturers. As a rule they are not original spare parts. The original order numbers and the indication of other information are exclusively for your guidance and furthermore they are not intended for the general use, e.g. invoices addressed to end users. In case of mentioning the original order numbers in your orders it cannot be assumed that the products ordered are original spare parts. Original spare parts are supplied when they are especially offered as those in our catalogue or in other mailing pieces such as special offers or newsletters.