

Processing your order

You can order **badgepoint®** name tags quickly and easily at our online shop (www.namebadges-shop.com). If you prefer to order **badgepoint®** products by fax, simply copy the fax order forms for the product group you are interested in. Fill it out and fax it to us. No matter what your order is, we'll process it immediately. If you have ordered some on-stock products we can usually mount your namebadges on the very same day. For custom orders, we will consult with you directly. In any case, you can be sure that regardless of the type or extent of your order, whether it be a product or a service, you can count on **badgepoint®** quality – our qualified staff guarantees it!

Customer satisfaction is **badgepoint®**'s primary goal. We provide you with a wide range of customer services: from product presentation to one-on-one consultations and our website.



If you have ordered some on-stock products **badgepoint®** can usually ship it to you on the very same day.



badgepoint® only uses high-quality materials. This guarantees the unsurpassed quality of our products made in Germany.

badgepoint® ships all orders as soon as possible from the company headquarters in Ahrensburg. For orders worth € 250 and above we deliver free of charge within Germany and Austria (€ 500 and above for orders within the European Union).



Delivery with UPS

badgepoint® delivers all orders via UPS. This is a reliable method that has been tried and tested for years. Of course, the discount we receive from UPS is passed on to you! This ensures that shipping costs remain low!

For orders worth EUR 250 and above we deliver free of charge within Germany and Austria (EUR 500 and above for orders within the European Union). UPS express and special charges are added.

Delivery conditions				
Type of delivery	Germany + Austria	EU	within Europa	outside Europa
UPS Standard	For orders made before 12.00 *) Delivery within 2-3 working days to centers of commerce 6.50 € (from at 250 € free of charge)	For orders made before 12.00 *) Delivery within 2-3 working days to centers of commerce 30% Discount based on UPS price list (from at 500 € free of charge)	For orders made before 12.00 *) Economical delivery Optimum transit time ***) 30% Discount based on UPS price list	
UPS Expedited			For orders made before 12.00 *) Fast economical delivery. Please check exact transit time at www.ups.com 30% Discount based on UPS price list	For orders made before 12.00 *) Fast economical delivery. Please check exact transit time at www.ups.com 30% Discount based on UPS price list
UPS Express Saver	For orders made before 12.00 *) Delivery by next working day before 12.00 30% Discount based on UPS price list	For orders made before 12.00 *) Delivery within 1-2 working days before 12.00 to centers of commerce 30% Discount based on UPS price list	For orders made before 12.00 *) Fast economical delivery. Please check exact transit time at www.ups.com 30% Discount based on UPS price list	For orders made before 12.00 *) Fast economical delivery. Please check exact transit time at www.ups.com 30% Discount based on UPS price list
UPS Express*	For orders made before 12.00 *) Delivery by next working day before 10.30**) 30% Discount based on UPS price list	For orders made before 12.00 *) Delivery by next working day before 12.00 to centers of commerce 30% Discount based on UPS price list	For orders made before 12.00 *) Delivery on the second working day to centers of commerce ***) 30% Discount based on UPS price list	For orders made before 12.00 *) Delivery on the second working day to centers of commerce ***) 30% Discount based on UPS price list
UPS Express Plus*]	For orders made before 12.00 *) Delivery by next working day before 8.30 **)	For orders made before 12.00 *) Delivery by next working day before 9.00 to centers of commerce		

*] Outside Germany, not available in all countries!

Calculate shipping costs as follows:

Your shipping costs = UPS Price - badgepoint® Discount
You can determine the valid UPS shipping costs online at www.ups.com

*) = assuming sufficient quantity in store (please inquire at badgepoint®)

**]) = to almost all addresses (check at www.ups.com)

***]) = exact transit time depends on customs duty office (check at www.ups.com)

NEW! Track orders online at: www.ups.com (you receive a package tracing number from badgepoint®)

If you want, we can also ship using your UPS account or a carrier of your choice (just ask us)

For processing returns for which we are not to blame we charge a flat-rate fee of € 15.

Payment Conditions				
	Germany	EU	within Europa	outside Europa
Delivery to: Tradesmen, self-employed and industry	All prices are net, VAT to be added	All prices are net, VAT to be added if no tax identification number duty unpaid	All prices are net, VAT to be added duty unpaid	All prices are net, VAT to be added duty unpaid
Immediate supply Standard badges delivered ex works Custom badges after customer approval and production	Billing 2% cash discount for payments within 8 days 30 days strictly net			
	Credit card Net	Please provide: • card owner • card number • expiry date MM/YY	• Three-digit card check sum (MasterCard CVV) (VISA CVC)	we accept: VISA, MasterCard
	PayPal Net		Payment possibility in our Online-Shop	
Delivery when cashed Please allow for processing times when using debit transfer	C.O.D. Net plus applicable UPS fee currently 0,3% of C.O.D. amount minimum fee 6.05 €	C.O.D. Net plus applicable UPS fee currently 1% of C.O.D. amount minimum fee 14.10 €	C.O.D.**** Net plus applicable UPS fee currently 1% of C.O.D. amount minimum fee 14.10 €	UPS Exchange CollectSM on request
	Prepayment 3% cash discount	Prepayment 3% cash discount (EU-payment incl. SWIFT and IBAN)	Prepayment	Prepayment
	Automatic debit transfer system			

Local badgepoint® offices are responsible for order processing and deliveries outside of Germany (this allows for country-specific delivery and payment conditions).

**** only Norway, Switzerland, Liechtenstein

You can view our **General Terms of Business** online at www.badgepoint.com or download them as a pdf file. We will also be happy to send them to you on request.