

## EVERYTHING YOU NEED TO KNOW ABOUT YOUR COCO-MAT DELIVERY



FROM GREECE TO YOUR VERY OWN HOME: THE PROCESS

### / DELIVERY INFORMATION

Congratulations with your brand new COCO-MAT purchase! We sincerely hope that you are just as excited about having it made as we are. Every detail of your COCO-MAT bed or furniture piece is entirely customised and hand-made in our workshop in Xanthi, Northern Greece. It is for this very reason that the delivery time is six to eight weeks. This may be considered a very long time, but please bear in mind that we aim for the best and finest quality. The time you spend enjoying the product is far more important than the time we need in order to craft it with the utmost care. Please read this document carefully and be sure to let us know if you have any questions.

### / ENVIRONMENT - LARGE FURNITURE ONLY

We greatly consider the environment and therefore only deliver beds, sofas, mattresses and tables. We kindly request our customers to pick up smaller orders from one of our COCO-MAT stores.

### / PAYMENT

Before our craftsmen in Greece get to work on creating your order, we kindly ask that you to pay a 25% deposit of the total purchase price. This amount can be paid in any one of the following ways: cash, PIN, credit card or transfer to our bank account via NL20INGB0009229986 F.A.O. COCO-MAT B.V., including your order number.

Prior to scheduling a delivery appointment, we ask that you pay the remaining amount (75%) to ensure payment is complete. As soon as this is confirmed and we have received proof of payment, our delivery department will contact you to schedule an appointment.

### / DELIVERY PERIOD

You will receive notice as soon as your COCO-MAT product has arrived from our workshop in Greece, via phone or e-mail, six to eight weeks after purchase. We will then propose one or more delivery date options. Given that our warehouse and delivery team are relatively small, we aim for a quick and efficient delivery process. It is for this reason that we try to remain as strict as possible and adhere to the agreed upon delivery date.

### *Delivery postponement request*

A delivery appointment can be scheduled for a later date in the event this is necessary due to, for example, delays in commissioning or renovation. Please be sure to mention this when consulting with one of our COCO-MAT sales representatives during your purchase. If postponement exceeds four weeks after the arrival of your product, we kindly ask that you pay the full amount in advance. We will keep your product in our storage area until further notice.

### *Delivery radius*

COCO-MAT deliveries are free of charge throughout the Netherlands, with the exception of the Wadden area. The delivery period to the Wadden area may take longer and will include a surcharge.

### / DAY OF DELIVERY

Our delivery department will provide an indication of the delivery time once the delivery date has been scheduled. The timeframe of delivery will always be within a two-hour period, for example, between 10:00 and 12:00. Our COCO-MAT delivery specialists operate from Monday to Friday from 08:00 - 16:00. On the day of delivery, our couriers will call you 10 to 30 minutes prior to the exact delivery time. This way we hope to be as of little inconvenience as possible.

### / RECEIVING YOUR ORDER: PREPARATION

In order to ensure a smooth delivery, we expect proper accessibility of the room/area where your COCO-MAT bed or furniture piece is to be placed. Does your order consist of large items? Then please make sure the route or stairwell is clear of any obstacles, and please temporarily remove any fragile and personal items such as picture frames and other household accessories. We strive to work as secure as possible and prevent any mishaps or accidents during delivery. The client, however, remains responsible for ensuring that the product is able to fit inside and for any damage(s) to moveable items that may impede the passageway. This includes situations whereby the COCO-MAT Delivery Team has made clear that the order cannot be delivered, but the customer insists on delivery against better judgement. A lift lorry will be utilised for safety purposes in the event the order needs to be placed on the second storey or higher.

### *Assembly/maintenance*

Our COCO-MAT Delivery Team specialists will carefully assemble your order for you in its desired location. They will provide the necessary information regarding the maintenance of furniture pieces and/or beds as well as how the mattresses can easily be turned. They are eager to help with any questions you may have!

## COCO-MAT DELIVERY TERMS & CONDITIONS

### *Collection of your old mattress or bed*

Upon delivery of your new mattress or bed, the COCO-MAT Delivery Team can collect your old mattress or bed straight away. COCO-MAT beds and mattresses are collected free of charge and returned to our factory in Greece to be recycled. For pieces that are not from COCO-MAT, we charge €20 for mattresses and €50 for beds. Please ensure the bed is disassembled and ready to be picked up on the ground floor and that you pay the COCO-MAT Delivery Team in cash.

Be sure to make clear arrangements with our sales representatives should you want the COCO-MAT Delivery Team to collect your old mattress or bed. If this has not been discussed in advance, our couriers are entitled to refuse collection. As we are a small team, we do not deliver old beds or mattresses to third parties. Should you prefer this to be the case, then please take the necessary measures yourself.

### *Packing material*

After delivery and assembly, the COCO-MAT Delivery Team will take all packing material with them. Transportation sleeves will be reused and other materials disposed of in an environmentally friendly manner.

### / CONTACT

You can reach the COCO-MAT delivery department regarding any questions and/or to reschedule an appointment via [planning@coco-mat.nl](mailto:planning@coco-mat.nl) or +31 20 497 44 12.

COCO-MAT DELIVERY TERMS & CONDITIONS

/ CHECK-LIST - HAS EVERYTHING BEEN COVERED?

*to prevent any complications, to be filled in and consulted with the COCO-MAT SALES TEAM*

ADDRESS

- STREET NAME
- HOUSE NUMBER
- STOREY

REACHABILITY

- TELEPHONE NUMBER(S), AVAILABLE DURING WORKING HOURS

PARTICULARS

- LIFT LORREY REQUIRED? (PYTHAGORAS/TRITON, 2<sup>ND</sup> STOREY OR HIGHER?)
- WINDOW-FREE?
- OTHER OBSTACLES?
- PARKING AREA / LOADING & UNLOADING AREA?
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Any further questions? We are more than happy to answer them for you!

SIGNED - READ, UNDERSTOOD AND CONSENTED TO

I, ..... hereby declare to be properly and completely informed by the COCO-MAT TEAM regarding the production process, payment terms and procedures, and the delivery terms and information of my COCO-MAT order.

COCO-MAT hereby declares the production process and delivery to be completed in a satisfactory manner.

DATE

SIGNATURE

SIGNATURE COCO-MAT