



Value added services for home deliveries

Furniture

Mounting legs to furniture

We can mount the legs to furniture your customer has ordered.

Adjustable bed installation

We can install your customer's adjustable bed. The service includes mounting the legs to the bed frame, installing the pre-assembled motor mechanism, mounting the sliding plates and testing the motor mechanism.

Bed headboard mounting

We can mount your customer's headboard. The service includes mounting the headboard to existing mounting holes in the bed frame.

Home appliances

Dishwasher installation

We can install your customer's dishwasher. The service includes disconnecting the old dishwasher, installing the new dishwasher in a prepared location, connecting the inlet and outlet hoses, and a test run to check that connections are watertight. The technician fills out an installation record during the installation. Your customer should monitor the connections during the first wash cycles.

Oven installation

We can install your customer's oven. The service includes plugging in the oven in a prepared location. For cable connections, the service terms and pricing are the same as for stove installation.

Large refrigeration unit shipment

Depending on the agreement, we can deliver a large refrigeration unit (width 90-120 cm) to your customer at street level. Home delivery can be supplemented with additional services, such as onsite delivery or installation. Depending on the agreement, we can also deliver larger refrigeration units (over 120 cm in width). Home delivery can be supplemented with additional services such as onsite delivery or installation.

Installation of water tube extensions

We can install water tube extensions for your customer. Our selection features 1.5- and 2.5-meter water tubes and connections to existing connections.

Drying cabinet installation

We can install your customer's drying cabinet. The service includes installing the drying cabinet in a prepared location and connecting it to an existing ventilation duct.

Tumble dryer installation

We can install your customer's tumble dryer. The service includes installing the tumble dryer in a prepared location. Installation on top of a washing machine requires a separate installation kit.

Refrigeration unit installation

We can install your customer's refrigeration unit. The service includes installing the refrigeration unit (e.g. refrigerator, cooler or freezer) in a prepared location and switching on the unit.

Reversing refrigeration unit doors

We can reverse the doors on your customer's refrigeration

unit. The service typically takes place in our terminal. We can reverse the doors of a refrigeration unit with one or two doors and a digital display as a supplementary service.

Stove and stovetop installation

We can install your customer's stove and stovetop so that they are ready for use. The service includes removing the old stove, installing the new stove or stovetop in a prepared location with a cable connection, installing an anti-tip bracket, and adjusting the plinth. During the installation, the technician will inspect the condition of the cabling and fill out an installation record.

Stove cable replacement

We can replace the cable of your customer's stove. The service includes 1.5 m of stove cable and connecting it.

Washing machine installation

We can install your customer's washing machine. The service includes installing the washing machine in a prepared location, removing transportation brackets, connecting the inlet and outlet hoses, and a test run to check that connections are waterproof. Your customer should monitor the connections during the first wash cycles.

Stackable washer and dryer installation

We can install your customer's stackable washer and dryer. The service includes installing the washer and dryer in a prepared location, connecting the inlet and outlet hoses, and a test run to check that connections are waterproof. Installation on top of a washing machine requires a separate installation kit. Your customer should monitor the connections during the first wash cycles.

Electric sauna heater installation

We can install your customer's electric sauna heater with control panel. The service includes switching heater to existing connections. The service does not include putting sauna stones in place.

TV installation on a surface

We can install your customer's TV. The service includes installing a new digital television, digital channel receiver, DVD player and A/V cabling, as well as completing a channel search. The installation does not include cable sleeve or duct installations in furniture or satellite adjustments.

TV wall mounting

We can mount your customer's TV on a wall. The service includes installing a flat-screen television or a wall bracket onto a wall with suitable fixtures. Your customer is responsible for ensuring that the bracket is structurally suitable for wall mounting.

Other supplementary services

Services during public holidays or weekends

We can make deliveries during public holidays and weekends upon request.

Recycling service

We can help you recycle old appliances that are replaced during our delivery service. The recycling service and the recycled

products are subject to a separate agreement.

Preparing transportation documents

If the shipment does not contain a waybill, we can prepare one for you. The service does not include transportation of dangerous goods, where the sender prepares the waybill.

Terminal handling of the shipment

We charge terminal handling fee if an outside carrier delivers the shipment to our terminal. Terminal handling includes shipment's receipt, inspection, SSCC-barcode reading and combining in our terminal.

Store visits

We can pick up the shipment at your store.

Removal and recycling of packaging material

We will remove all packaging material during the delivery and recycle it responsibly.

Protecting products for returning to seller

Upon request in advance, we can provide packaging material for your customer for returning products.

Product return

If your customer decides to return a product to you, we can take care of the return. We can help you prepare the transportation order and the necessary transportation documents for the product return.

Please note

DB SCHENKER^{plus} supplementary services are always priced on an agreement-specific basis. For more information, please contact your contact person or call 010 520 01.

Installation equipment

Your customer is responsible for any costs related to installation accessories, such as extension hoses or connector sets.

Surcharges for home delivery services

Miscellaneous work by the hour

The freight payer is charged a shipment-specific, hourly surcharge for installation, transportation or other additional work resulting from, for example, delivering shipments to difficult locations. The surcharge is charged based on time elapsed from terminal to terminal.

Miscellaneous work

The freight payer is charged an hourly surcharge for miscellaneous work, for example clarifying an incomplete waybill, ad-

dress label or consignee information involves additional work, or the customer requires extensive statistics on the delivery.

Waiting time

DB SCHENKER *plus* includes 30 minutes of unloading and loading time. If unloading or loading exceeds this time limit, the freight payer is charged a time-based surcharge.

Storage in terminal or load space

The freight payer is charged a shipment-specific surcharge if home delivery shipments are temporarily stored in our terminal, the terminal area or a load space. The customer is always responsible for the storage.

Re-visit

If a pick-up or delivery must be made again, the freight payer is charged according to the current price list for delivery from the terminal to the address indicated in the transportation order.

Surcharges for home delivery services

Document copies / signed-off waybill

Waybills or copies are not delivered with the invoice. The freight payer is charged a document-specific surcharge for delivered documentation, including information provided via e-mail, fax or telephone.

Payment notice

The payment term is seven (7) days net from the invoice date. Interest on overdue payments will be charged based on the valid Interest Act. Payment notices sent after due date are subject to a fixed invoicing surcharge.

Printed invoice surcharge

Printed invoices are subject to a fixed invoicing surcharge. Electronic invoices are available on our website.

Small invoice surcharge

Invoices of less than €100 (VAT 0%) are subject to a fixed invoicing surcharge.

Re-invoicing surcharge

Re-sending an invoice or other measures resulting from incorrect or incomplete information provided by the consignee are subject to a shipment-specific re-invoicing surcharge.