

# Shipping notes

Dear customer,

As part of our commitment to exceptional service, we offer DHL shipping for your auctioned items. Please note that shipment of these items is solely at the expense and risk of the buyer, as outlined in §3 of our auction conditions. We assume no liability for any damages occurring after the handover to the respective transport company<sup>1</sup>.

Kindly allow up to three weeks for delivery of your parcel following receipt of payment. Items are dispatched in order of payment date. We appreciate your patience in the event of any delivery delays. With approximately 4000 items per auction, processing backlog is unfortunately inevitable, particularly due to the high volume of bank transfers received in the initial days post-auction.

## Shipping Costs and Order Details:

Shipping costs are calculated individually for each customer, comprising a base price, postage, and any additional packaging expenses. Your personalized shipping quote will be provided with your bidder's invoice. Shipping for paintings is assessed on a case-by-case basis. We have to check whether additional insurance is possible.

Your payment of the invoice amount plus shipping costs constitutes an order for us to dispatch the auctioned item(s)!

Regarding DHL shipping: In the event of breakage, the recipient must notify the post office within 7 days of receipt and present the complete parcel. **DHL will not reimburse any commissions for damage or loss.**

## Collection Period:

Should you prefer not to have your auctioned items shipped, please collect them within four weeks of the auction. Advance notice will help minimize waiting time. Beyond this period, we will store the goods for a fee, as outlined in §5 of our auction conditions.

If shipping costs are not indicated on your invoice, we are unable to dispatch your package via DHL. In such cases, please arrange alternative shipping:

hwc-Transport Carsten Kremer Gatherhof Straße 141 47804 Krefeld +49 177 802 56 82 info@hwc-transport-kremer.de	Steffen Voigt und Ihr MBE-Team Zwickau Bosestraße 15 A 08056 Zwickau Fon +49 (0) 375 27 137 557 Fax +49 (0) 375 27 137 887 Mobil +49 (0) 177 666 1091 <a href="mailto:info@mbe-zwickau.de">info@mbe-zwickau.de</a> <a href="http://www.mbe.de/zwickau">www.mbe.de/zwickau</a>
Oliver Schütz Fineart Spedition Koppelweg 1 29599 Weste 01522-47 88 652 Info@schuetz-fineart-spedition.de	FineArtTravel GmbH Westpreußenstr. 15 a 21391 Reppenstedt Telefon: 04131 - 69 712 00 Fax: 04131 - 69 712 01 Mobil 1: 0170 - 69 712 00 <a href="mailto:info@finearttravel.de">info@finearttravel.de</a> <a href="http://www.finearttravel.de">www.finearttravel.de</a>
Fegers GmbH Service für Kunst und Handel Moldenweg 5 D-21339 Lüneburg Tel: +49 (0) 4131 727 525 Mobil +49(0)171 770 50 18 Fax: +49 (0) 04131 727 524 info@fegers-transporte.de	

**For any inquiries, please contact our shipping department. We are available Monday to Thursday from 10:00 to 12:00 and 13:00 to 18:00 at Tel. +49 (0) 3741 221115 or via email at [versand@mehlis.eu](mailto:versand@mehlis.eu).**

<sup>1</sup> Incoterms: These are international trade rules governing the allocation of costs and risks between buyer and seller. EXW (ex works): The seller is only obligated to make the goods available at their premises. All transportation, insurance, and export costs are borne by the buyer, who also assumes the risk of loss and damage.