
TRANSPORT AND SHIPPING

- When the tiles are ready they will be packed into boxes, onto pallets and provided for pickup. We will then inform you by mail and ask your consent to commission the transport. From handing over the goods to the forwarding company **transport will take 3-4 days**. Generally the delivery **will be announced one day ahead by telephone**. Please note that lead times can only be approximate due to driving routes of the lorry, density of traffic and sometimes also due to the driver's mood. The goods will be delivered free to kerbside, so make sure you have enough manpower, a lift truck or a handcart available to carry the tiles to a safe storage point. Golem accepts responsibility only for sending out your goods in time, but not for them to arrive punctually. **Express deliveries or deliveries by appointment have to be agreed upon with the forwarding company in advance.**
- **Shipping of small amount and samples:** Amounts **up to 20 kg** can be shipped **by DHL** parcel service. As we strive for a maximum of safety when transporting our tiles we offer transport by forwarding company from 20 kg on. Please bear in mind that we produce ceramic tiles with a **high risk of breakage**. Broken tiles being produced a second time always bear the risk of colour deviation. Please note that even well packaged tiles can be damaged. If you prefer another form of transport, feel free to organize the shipping by yourself.
- Information on the delivery of your tiles:
 1. On arrival of the tiles you need to **check in the driver's presence if the goods are externally intact and the number of boxes is correct**. Otherwise you have to note the damage immediately and in the driver's presence on the bill of lading and on the delivery slip. **Visible damage should be documented** by photos and those sent to us by email to → werk@golem-baukeramik.de. The goods are insured against transport damage.
 2. In agreement with § 377 HGB the buyer is obliged to control the delivered goods after handover in order to avoid losing warranty claims. Regarding the tiles, this means that you have to inspect your tiles thoroughly after delivery and any deviations from the order need to be reported immediately in writing.

In case of damage:

 - Send us photos of the externally visible damage as well as of the broken or otherwise defective tiles
 - Send us number and model of the broken or defective tiles

Our general terms and conditions apply.