

## **General Terms and Conditions Additional Services: Multiple Auction Days Supply**

### **Description of Service**

This service offers users the possibility to supply products in one go and to have them auctioned on multiple days.

Royal FloraHolland will ensure that the products are stored and appear at the clock on the correct auction day.

### **General Terms and Conditions**

The following terms and conditions apply to the use of this additional service:

- Is this your first time using a particular service? Always get in touch with the contact person of the location in question.
- Supplied load carriers must come with a dedicated form for Multiple Auction Days Supply. This form can be found on the page of our service Multiple Auction Days Supply, or can be requested via email:
  - Aalsmeer: maatwerkenaanvoeraalsmeer@royalfloraholland.com
  - Naaldwijk: maatwerknaaldwijk@royalfloraholland.com
  - Rijnsburg: aanvoerverwerking.rijnsburg@royalfloraholland.com
- The following must be clearly stated on the Multiple Auction Days Supply form:
  - Supply location
  - Grower name
  - Grower number
  - Supply date
  - Desired auction date
  - Total number of load carriers for this auction date

The supplier is responsible for completing the delivery form correctly and submitting the EAB on time.

- Royal FloraHolland is not liable for any form of damage or loss as a result of non- or incorrect completion of the delivery form or EAB.
- Royal FloraHolland strives for optimal conditioning of your products during storage, but within this service, it cannot be guaranteed year round. Would you like more information about conditioning in specific periods? Always get in touch with the contact person of the location in question.
- Damage must be reported via:
  - Email: klantenservice@royalfloraholland.com
  - Telephone: +31 (0)88 789 89 89
- Royal FloraHolland's general supply regulations with regard to flowers and plants apply to this service.

### **Rates**

For the applicable rates, please contact our Contact Center.

### **Questions or further information**

Please contact the Customer Service department on +31 (0)88 789 89 89.