1) Support
   a) Assistance via email (Response within 72 hours)
   b) No telephone support available

2) Parcel and Order Conditions
   a) Average parcel volume: 10 liters
   b) 1.15 products per order on average
   c) Excludes fragile items
   d) All products must be barcoded
   e) Maximum product dimensions: 394 x 294 x 288mm
   f) Deliveries limited to NL and BE
   g) No additional inserts
   h) No custom tape usage
   i) Not suitable for wholesale orders
   j) Next-day delivery, but during peak periods or incidents, delivery times may extend
   k) Cut-off time for workdays: 23:00
   l) Sunday cut-off time: 15:00
   m) Utilizes only PostNL for deliveries

3) Tools and IT
   a) Standard integrations available, including:
     - Magento 1&2
     - Shopify
     - WooCommerce
     - Bol.com Retailer
     - Lightspeed
     - Shopware 5&6
     - CCV Shop
     - Craft Commerce
     - Manual integration via portal
   b) Access to portal with order and product data
   c) Real-time order stream supported, bulk order importing not available

4) Finance
   a) Monthly invoicing
   b) Payment terms: 7 days net
   c) Inventory invoiced based on average monthly consumption

5) Inbound and Returns
   a) Inbounds accepted only when pre-announced
   b) Returns processing included (up to 5%)
   c) Inbound processing within 3 working days, 5 days during peak seasons
   d) No fee for inbound processing

Note: These conditions are specifically for GetFulfilment Direct customers. If your requirements differ from the above, please contact us for a personalized offer. Terms and conditions are applicable.