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Reserve and pick up

1 service, 3 options According to our service standard, the reserved goods are provided at the goods issue point. In some stores, you can optionally select a different pick-up location when making your reservation. With the pick-up station at the market, we deposit the goods in a locker where you can pick them up contactless. With delivery to the car, we also bring the reserved goods to the car park. Please note: In the checkout you will only be shown the options that are available in your store. If the item you want is not available at your HORNBACH store, simply visit a nearby store. Maybe the item can be reserved there.

Your benefits at a glance

- Collection at the goods issue point and at the collection station is free of charge.
- A service charge may apply for delivery to the car.
- You can pick up the goods at the desired time from 2 hours after sending your reservation.
- You can reserve your goods up to 3 weeks in advance.

How it's done

- Select your store online and reserve the desired items.
- You can see whether the item is available in your store directly under the reserve button in the product description. Click on the reserve button to place the item in your shopping basket.
- Switch to the shopping basket and select the "Reserve" button.
- Log in with your customer account or continue as a guest.
- Now you can select your desired pick-up date. In some stores you can optionally choose a different pick-up location. (Standard: goods issue, optional: pick-up station at the store and delivery to your car). Please note: In the checkout you will only be shown the options that are available in your store.
- Select the desired method of payment.
- Click "Reserve now" to send the reservation to your selected store.
- You will receive a confirmation e-mail.
- As soon as your goods are prepared, you will receive a pick-up notification by e-mail. You can then pick up your items at the store.

Pick-up station at the market

Pick-up station at the market No problem. With us, you can get your goods whenever it suits you. In most stores, collection is also possible outside opening hours. The HORNBACH pick-up station is located outside the store. You will find it in an easily accessible place, usually in the car park. Depending on the location, the HORNBACH pick-up station may look slightly different. The advantages remain the same!

Contactless shopping at HORNBACH.

You select your products online. Then click on the reserve button and use the option to pick up your goods at the HORNBACH pick-up station. We will pack up the goods at the selected pick-up time and deposit them in a locker.

Please note that the HORNBACH pick-up station can only be used with advance payment in the online shop and that only goods up to a maximum length of 2 m can be stored there. Temperature-sensitive items cannot be stored in the pick-up station. It is also important to note that the pick-up station can only be operated with your own smartphone.

What do I do if I don't have my mobile phone with me?

Please approach a HORNBACH employee. Your reserved compartment will then be opened. After opening, you will also receive your delivery note by e-mail.

Where can I find the compartment control number?

You will find the correct compartment control number on the door of your reservation. By clicking on the link, you will be shown exactly which compartment is reserved for you. The 4-digit numbers must be entered manually. If you have installed the HORNBACH app, the link will open via the app and you can scan the QR code.

How do I receive my delivery note/invoice?

After successfully opening your reserved compartment, your delivery note/invoice will be sent to you by e-mail.

Where is the pick-up station located?

The locations are individual. The pick-up station is located in an easily accessible place outside the market.

How do I know which locker my reservation is in?

After successfully entering the locker control number, your reserved lockers will be displayed.

How can I use the pick-up station?

The pick-up station is suitable for picking up goods that you have ordered with our "Reserve and pick up" service and have already paid for in the webshop. When you complete your order in the webshop, you can specify the pick-up station as your desired pick-up location.

What do I do if the right goods are not in the box?

We do our utmost to store your reservation correctly and completely in the pick-up station. If we do make a mistake, please contact a member of staff at the service counter.

How do I get the PIN for my locker?

- You will receive the PIN for your locker via a link in the pick-up notification,
- Bring your smartphone with you to pick up your locker.
- Open your pick-up notification and click on the button "Start pick-up with smartphone".
- Enter the correct compartment control number for the displayed compartment. If you have installed the HORNBACH app, the link will open via the app and you can scan the QR code.
- If entered correctly, the PIN for the reserved compartment(s) will be displayed.

How big are the compartments in the pick-up station?

The compartments of the pick-up station vary in size so that they can be used for many orders. The largest compartment measures 250 x 90 x 140 cm (H x W x D).

Are my goods safe in the pick-up station?

Yes, the compartments at the pick-up station are secured with locks and PINs. In addition, all HORNBACH pick-up stations are video-monitored.

Delivery to the car

Don't feel like walking through the market? No problem, we'll pack up the goods at the chosen pick-up time and bring them to your car in the car park. You choose your products online. Then use our reserve and pick up service and select the pick up location "delivery to car" in the checkout.

Drive to one of the defined parking spaces at the desired pick-up time. Follow the signs on site. Once you have arrived, log in via the link in your pick-up notification. Here you enter your pick-up location, which is indicated on the car park sign. A few minutes later, your goods will be brought to your vehicle.

How can I make use of the "Delivery to Car" service?

The service can be used with every online order (reserve & collect). The prerequisite is that the respective HORNBACH store offers the service and the goods are paid for in advance.

Where do I register my pick-up?

If you use the service when making your reservation, you will have access to special parking spaces that are explicitly reserved for this service. Simply park there and register via the link in the pick-up notification.

Where are the reserved parking spaces for the Delivery to Car service?

You can find information about the location of the reserved parking spaces in the pick-up notification.

How does the registration for pick-up work?

As soon as you are standing in one of the reserved parking spaces, you can click on the link in the pick-up notification e-mail. A pick-up form will then open. Here you can enter the parking space you are standing in.

By clicking on the "Register in store" button, a HORNBACH employee will make his way to your car to deliver the ordered goods.

What does the service cost / Is the service free of charge?

Some stores charge a service fee of €3. You can find out whether the service fee applies in your store in the online shop when you select the collection location for your online order (Reserve & collect).

Delivery options at HORNBACH

Where exactly will the order be delivered to?

- Of course, we deliver parcels to your doorstep. Or, if you wish, to another address.
- We deliver forwarded goods free kerbside. This means that the consignment will be unloaded or collected at the roadside.
- Deliveries are only possible within the German mainland. This includes islands with an existing road connection (fixed bridge). Delivery to exclaves is excluded.
- Alternatively, you can have the items you ordered online conveniently delivered to a HORNBACH store of your choice.
- Unfortunately, we are not yet able to directly offer a desired delivery date. You can specify a desired delivery date for some shipping companies afterwards.

How is the appointment notification done for forwarding orders?

Items that cannot be delivered in one package will be conveniently delivered to your home by a shipping company. Depending on the shipping company used, notification of the delivery date can be made by telephone or e-mail. It is therefore important to provide correct contact details when placing your order.

Some shipping companies use mail programmes for this purpose. With the help of these you also have the following options:

- receive more detailed information on how to contact you
- arrange alternative delivery dates
- print out delivery permits

You do not need to respond to the e-mail if the proposed delivery date is OK with you.

What happens if no one is at home when the delivery is made?

Our delivery partners will try to deliver the parcel to a neighbour. If this does not work, you will receive a message in your letterbox - and your goods will be stored free of charge for a few days at the nearest post office or parcel shop.

In the case of forwarding deliveries, our delivery partner will try to deliver the goods again. In some cases, they will contact you by phone or email beforehand.

How is the order delivered?

When ordering several items, it may happen that your order does not arrive in one delivery, but in partial deliveries.

This is because we ship our goods from different shipping points and not all items are in stock at every shipping point. If it is possible, several items will be combined into one delivery.

How long is the delivery time?

The delivery time is individual. You can find it directly on the item. You can always find out when the goods are scheduled to be delivered in the shopping basket.

Important: When ordering several items, the delivery time may be longer if the items are combined into one shipment.

In the case of payment in advance by bank transfer and prepayment in the store, the delivery time begins after receipt of payment at HORNBACH,

Parcel deliveries are regularly delivered Monday to Friday, possibly also on Saturday depending on the service provider, excluding public holidays.

Freight forwarding deliveries are made on weekdays from Monday to Friday, excluding public holidays.

How much does shipping cost?

The amount of the shipping costs is always determined by the item in the shopping basket with the highest shipping costs and the total weight of the shopping basket.

You will be informed about the specific shipping costs for your order during the ordering process, both on the item and in the shopping basket and at the end of the order.

We make a basic distinction:

- Standard package shipments = all items that are shown with a shipping cost between € 0 and € 5.70 on the item detail page. You will receive free shipping for goods with a value of € 50 or more - for items in the shopping cart that can only be shipped as a standard package. Articles from HORNBACH FORST are excluded.
- Bulky parcel shipments = all articles which are shown with a shipping charge of € 9.90 on the article detail page.
- Piece goods shipments = all articles which are shown with a shipping price from € 19.00 on the article detail page.

Items that are not suitable for parcel delivery will be conveniently delivered to your home by a forwarding agent. Due to item-specific features (e.g. risk of breakage), it may also be the case that items with a low volume/weight are delivered by a freight forwarder and therefore incur correspondingly higher shipping costs.

Shipping to the market

Standard parcel shipments and bulky parcel shipments to a HORNBACH store are generally free of shipping costs.

- For all orders that would cost € 14.90 or less in shipping costs to your home, you do not pay any shipping costs for deliveries to the store.
- For all orders that would cost € 19 or more in shipping costs to your home, you pay identical shipping costs for deliveries to the store.

Is postage due if items are returned?

We will bear the costs for the return shipment for you. We will also refund the shipping costs already paid for your order in the case of a complete return. In the case of a partial return, no shipping costs will be refunded.

Do shipping and sales packaging and pallets have to be disposed of yourself?

Yes. The packaging must be disposed of yourself via the household waste/packaging collection (yellow bag, paper bin, etc.).

If your order is delivered on a transport pallet, please contact your local waste and recycling authority.

Important information on delivery

Please enter your correct e-mail address and telephone number when placing your order. These are required so that the delivery company can contact you in case of queries or before delivery.

Please also check before placing your order:

- whether your road is passable for a truck. The dimensions of a 40 tonne truck are 4 m x 18 m x 2.5 m.
- a final, loadable access, stopping and unloading possibility for the large truck is available.