**Questions:**

1. **Warehouse Name:**  
   What is the official name of your warehouse?European fulfillment center sl
2. **Courier:**  
   Which delivery service (courier) is responsible for deliveries from this warehouse?Correos express
3. **Delivery interval:**

What is the delivery time (how many days)?24 h

**2. Delivery time interval:**   
What time does delivery start and end?from 08.00 to 20.00

*Possible delivery on Saturdays and Sunday? Yes.with an extra fees*

1. **Free shipping attempts:**

How many free delivery attempts?Minimum 2,but mostly is 3or 4

**4. If client is not at the delivery address/courier cannot reach the customer:**  
*Does the courier leave a note at the clients address? We have a team of incidents who takes care of it*

*Does the courier send an email, telling the client that the delivery was not possible because of absence? Or SMS? Yes,email and sms*

**5. Notifications in the day of delivery:****5.1 SMS**

*Is there an SMS? What message does it contain? Yes,depends of the incidents.*

*Is there an email? yes*

**5.2. Is there a courier call on the day of delivery?If the client is absent yes**

**6. If the recipient refuses to accept the package:***What does the courier do?* Then will take it back to the warehouseof the courier and wait for our instructions,after 1 week if we do not give any instructions they will send it back to us

**7. After unsuccessful deliveries:**   
*Where does the package go and how many days do we have to solve the incident before it is returned?*

Then will take it back to the warehouseof the courier and wait for our instructions,after 1 week if we do not give any instructions they will send it back to us

**8. COD Payment to the Courier:**   
*Maximum amount? 900€*

**9. COD Payment by card:***Is it possible?* At the moment no

**10. Pick-up points:**

*Is it possible that COD customer pick up from a pick up point? yes*

*Is there a list of pick up points for us to have? Yes,we will send them when we start operating*

**11. Cut-off time:***Before what time must our orders be in the system to be shipped the same day? Before 16h*

**12. Reassignment of the application (Change of address, name, re-delivery, etc.):**

*Is there a charge to change the clients name? no*

*Is there a charge to change the address?no*

**13. Dealing with incidents**

*Is it possible to send us daily a file with incidents for us to solve? We have a team who does the incidents,if you wanna do them your self then you can see them in the platform directly*

***14. Сontact with the courier***

*How can we contact the courier to solve problems? You must contact us*