

Häfele Singapore Pte Ltd  
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22 June 2018

Dear Valued Business Partner,

**Subject: Hafele to Implement New Business Management Software System**

Hafele would like to notify you that there has been a change in our delivery service policy with effective of 15<sup>th</sup> July, 2018 which we would like to bring to your attention.

It is always our priority to provide good delivery services for any orders placed within Singapore, regardless of the size of the order. Due to the increase in the price of fuel, Logistic and labor cost, we must now limit this delivery service to any orders **as per the table illustrate below.**

***Minimum order charge (Delivery fee)***

<b>Customer Type:</b>	<b>Sales value:</b>	<b>Min order charge:</b>
<b>End users</b>	<b>≤ S\$1000</b>	<b>S\$50</b>
<b>Corporate customer C &amp; below</b>	<b>≤S\$1000</b>	<b>S\$50</b>
<b>Corporate Customer A &amp; B</b>	<b>≤S\$200</b>	<b>S\$20</b>
<b>Corporate Customer A &amp; B</b>	<b>≥S\$200</b>	<b>FOC</b>

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**Sales Return Policy**

1. Claims for errors MUST be made within thirty (30) days of receipt of goods
2. Customer must inspect the goods upon delivery and will, within seven (7) days of delivery, notify Häfele of all defects or short delivered items Within fourteen (14) days of dispatch notify Häfele of a non-delivery (lost in transit)
3. All damage in transport claims must include photo evidence where possible.
4. Minimum order charge (Delivery fee) is non-returnable.
5. Any Product that was sold at a special price due to existing defects cannot be exchanged or refunded
6. For returns good, the customer has to pay for the shipping and handling costs.

	Number Of Packages	Van collection Charges <5 packages	Remarks
<3.5mtr <20kgs packages	One (1) Package	S30	Subsequent packages \$5 each

	Number Of Packages	Truck Collection Charges 1st Pallet	Remarks
>3.5mtr >20kgs packages	One (1) Pallet	\$150	Subsequent pallets \$50 each

Your respective Häfele Sales representative will be working closely with you for collaborative replenishment planning and critical product needs during this implementation.

Keeping you, as our key business partner, informed of these important changes is key to a successful implementation.

Thank you for your continuous support and collaboration.

Yours sincerely,

**Kristy Lim**  
 Customer Service Head  
**Häfele Singapore Pte Ltd**  
 .cc Kristy, Josephine, Brian, Pang, Daryl, Michelle Yow

**Danny Ng**  
 Strategic Business Manager  
**Häfele Singapore Pte Ltd**