Shipping instructions

Register every shipment in the portal in advance, put the box label on every box and make sure each product has a barcode. Within 1 working day of arrival, your stock is counted and ready to sell. Unannounced shipments go into quarantine, with a surcharge.

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You can share this page with your supplier or freight forwarder.

1. Register the shipment in advance

Register every shipment in the portal: which products, how many per box, the number of boxes or pallets, the expected date and the tracking number. Without a registration, we don't know who a shipment belongs to.

2. Box labels

After registering, download the box labels (PDF, one per box). Put the label on the side of every box, clearly visible. Send the labels to your supplier if they deliver directly. Send your supplier these instructions too: **download as PDF (English)** or **in Dutch**.

3. Barcode per product

- Every product has a barcode (EAN or your own label), unique per variant.
- The barcode is on the product or its packaging, not only on the outer box.
- No barcode? We apply a label, see **pricing**.

4. Boxes and pallets

- One product (one variant) per box, or clearly separated and marked.

- Boxes sturdy, closed and no heavier than 23 kg.
- Pallets: Euro pallet (120 × 80 cm), no higher than 180 cm including the pallet and no heavier than 750 kg, well wrapped, with the box label on two sides.

5. Customs clearance

We only accept shipments that have been cleared through customs. Your freight forwarder or importer handles clearance and delivers to our address. We are not the importer of your goods.

6. Receiving

- Address: Kalverstraat 13a, 1693 BR Wervershoof, the Netherlands
- Receiving Monday to Friday, 9 am to 5 pm, except public holidays. Please tell us one working day in advance about large deliveries. For more than 10 pallets or 200 boxes at once, or a loose-loaded container, we agree a timeframe in advance.
- Within 1 working day of arrival, we count, open one box per product as a sample check and photograph everything.

Unannounced shipments

If a shipment arrives without a registration, we put it aside in quarantine. You see it in the portal and can still register it. A surcharge per shipment and quarantine storage per box apply, see pricing.

What we do not accept

Products without an EU responsible person (GPSR), counterfeit goods, hazardous goods without an agreement, and loose lithium batteries. See the full list on prohibited goods.

Frequently asked questions

What happens if the count is different?

You see it in the portal, with photos. You have 48 hours from the moment the count appears in your portal, and at least 1 full working day, to respond. If you don't respond within that time, the count is final.

Can I send loose units?

Yes, in a box with the box label. We do not accept loose products without a box.