Shipping and delivery

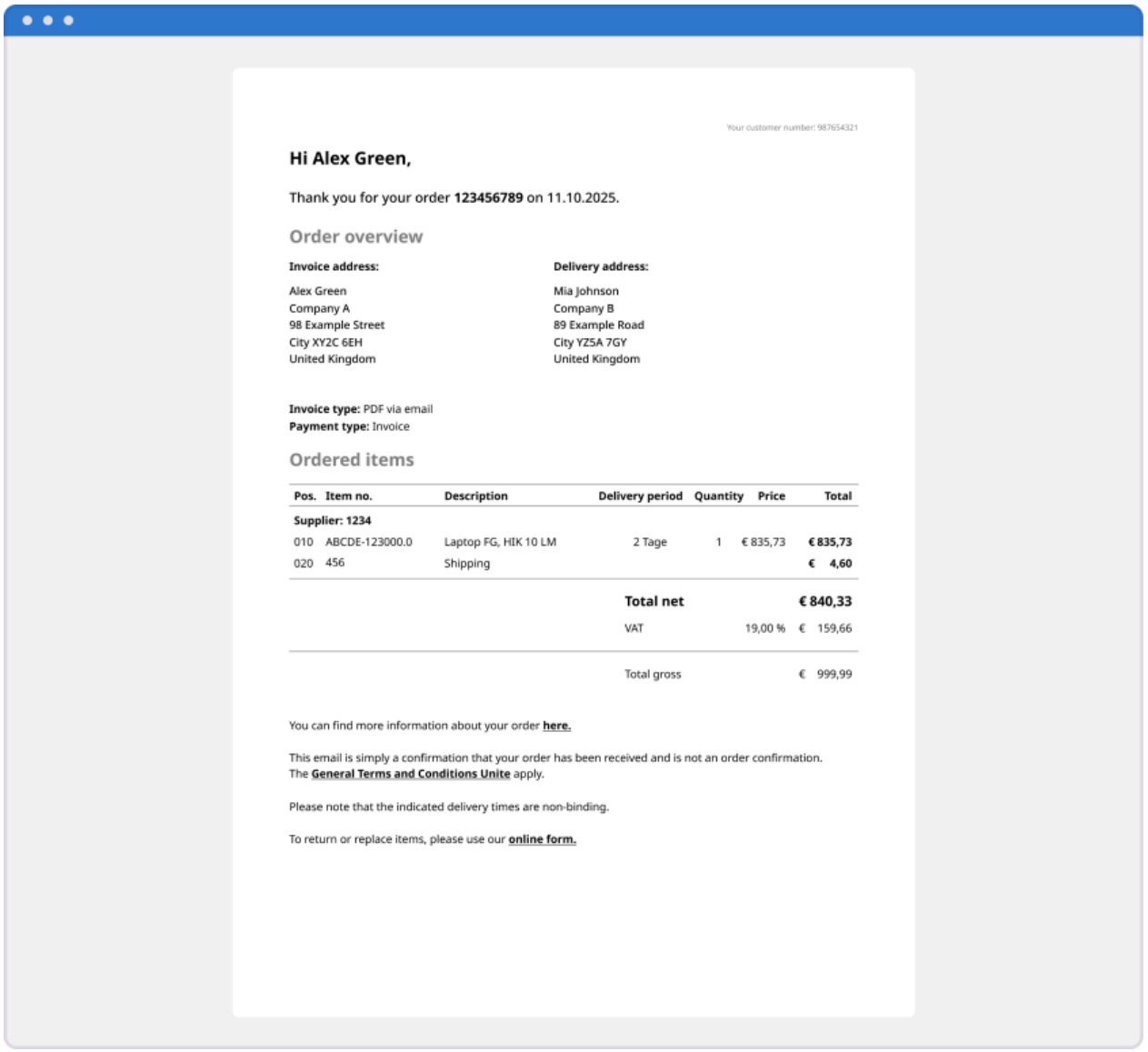
In this article you'll learn how Unite's shipping process works, including delivery times, delivery addresses, and shipping costs. We also provide answers to frequently asked questions.

How the shipping process works

Order receipt confirmation and shipping confirmation

After your order is received, we'll send you an order receipt email with your Unite order number. We'll then transfer your order to the relevant suppliers. If provided by the supplier, a further email will follow containing the estimated delivery date for each item. It may also contain tracking information, if available.

First email: Order receipt confirmation with your Unite order number



Your customer number: 987654321

Hi Alex Green,

Thank you for your order **123456789** on 11.10.2025.

Order overview

Invoice address:	Delivery address:
Alex Green	Mia Johnson
Company A	Company B
98 Example Street	89 Example Road
City XY2C 6EH	City YZ5A 7GY
United Kingdom	United Kingdom

Invoice type: PDF via email
Payment type: Invoice

Ordered items

Pos.	Item no.	Description	Delivery period	Quantity	Price	Total
Supplier: 1234						
010	ABCDE-123000.0	Laptop FG, HIK 10 LM	2 Tage	1	€ 835,73	**€ 835,73**
020	456	Shipping				**€ 4,60**
			Total net			**€ 840,33**
			VAT		19,00 %	€ 159,66
			Total gross			€ 999,99

You can find more information about your order **here.**

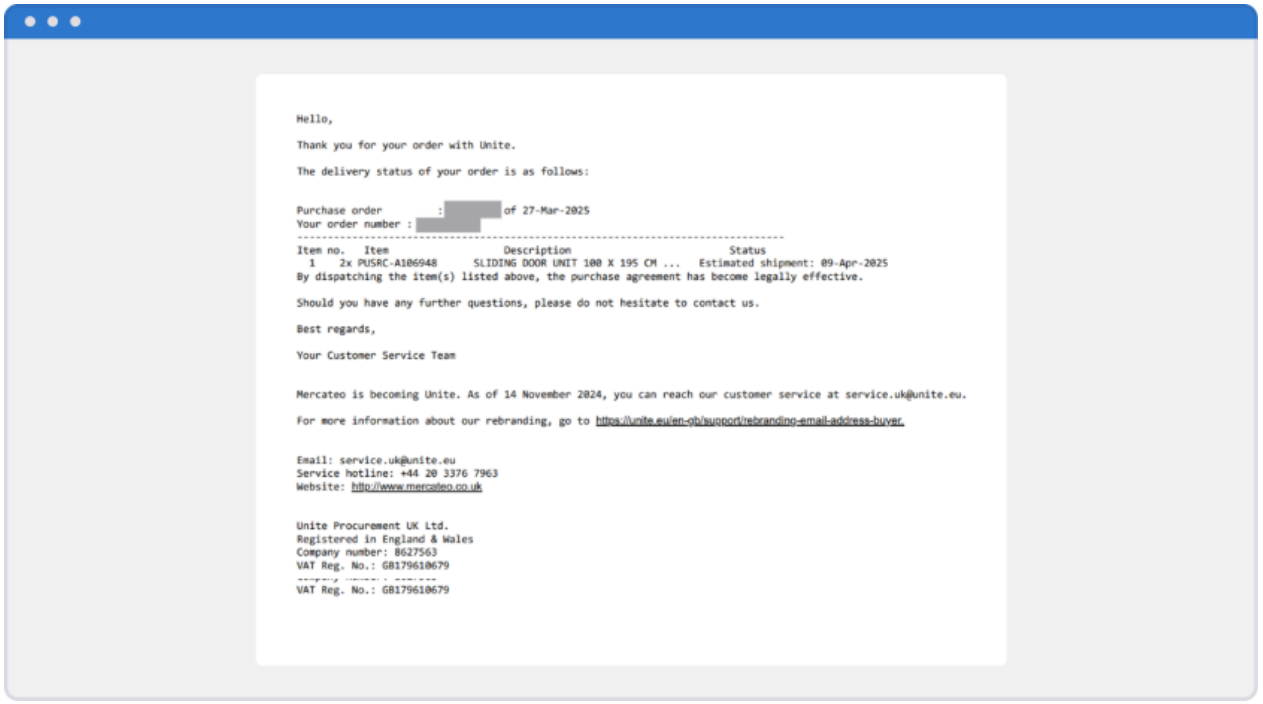
This email is simply a confirmation that your order has been received and is not an order confirmation.
The **General Terms and Conditions Unite** apply.

Please note that the indicated delivery times are non-binding.

To return or replace items, please use our **online form.**

> **Note:** In the PunchOut setup, the order confirmation email may be deactivated. Please contact your purchasing department if you have any questions about your order and don't have an order confirmation.

Second email: Estimated delivery date (if provided by the supplier)



Hello,

Thank you for your order with Unite.

The delivery status of your order is as follows:

Purchase order : [redacted] of 27-Mar-2025
Your order number : [redacted]

Item no.	Item	Description	Status
1	2x PUSRC-A106948	SLIDING DOOR UNIT 100 X 195 CM ...	Estimated shipment: 09-Apr-2025

By dispatching the item(s) listed above, the purchase agreement has become legally effective.

Should you have any further questions, please do not hesitate to contact us.

Best regards,

Your Customer Service Team

Mercateo is becoming Unite. As of 14 November 2024, you can reach our customer service at service.uk@unite.eu.

For more information about our rebranding, go to https://unite.eu/en-gb/support/rebranding-email-address-buyer.

Email: service.uk@unite.eu
Service hotline: +44 20 3376 7963
Website: http://www.mercateo.co.uk

Unite Procurement UK Ltd.
Registered in England & Wales
Company number: 8627563
VAT Reg. No.: GB179610679
[redacted]
VAT Reg. No.: GB179610679

Delivery of your order

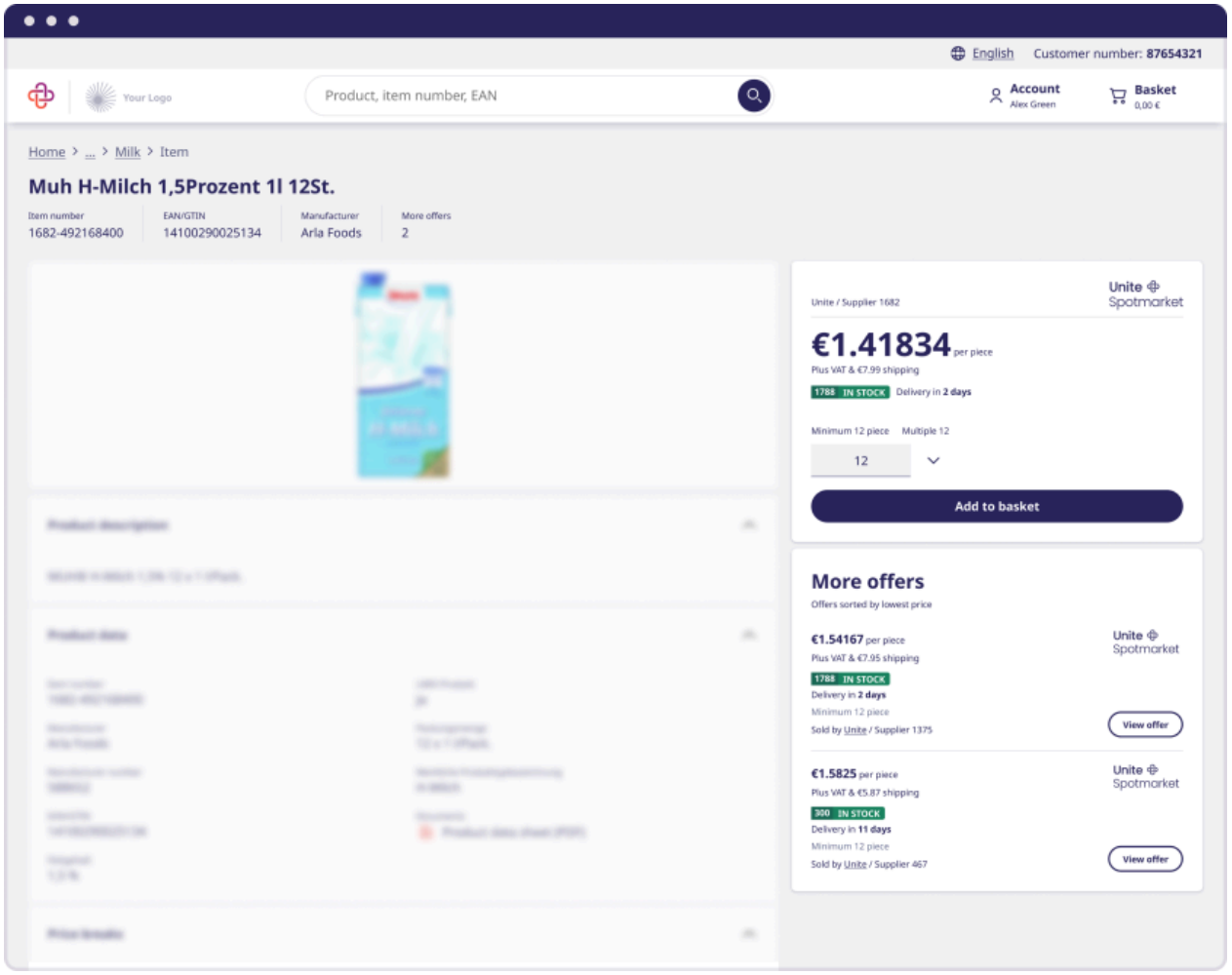
Your order will be delivered during business hours, Monday to Friday, to your specified address. Depending on the items and the number of suppliers involved, you may receive a single delivery or multiple separate deliveries.

> **Note:** Please inspect all items upon delivery to ensure they are complete and undamaged. Should this not be the case, follow Unite's returns procedure. Find all the relevant information below in the FAQ section or go to our returns and claims page.

Delivery times

To check delivery times, click on the item you want to buy. On the product detail page in the offers section, you'll see the item's terms from different suppliers. Compare prices, delivery times and other conditions to choose the best option for your needs.

> **Note:** Delivery periods apply only when the stock level is indicated in green. If there is no stock or no information available, the delivery time will vary.



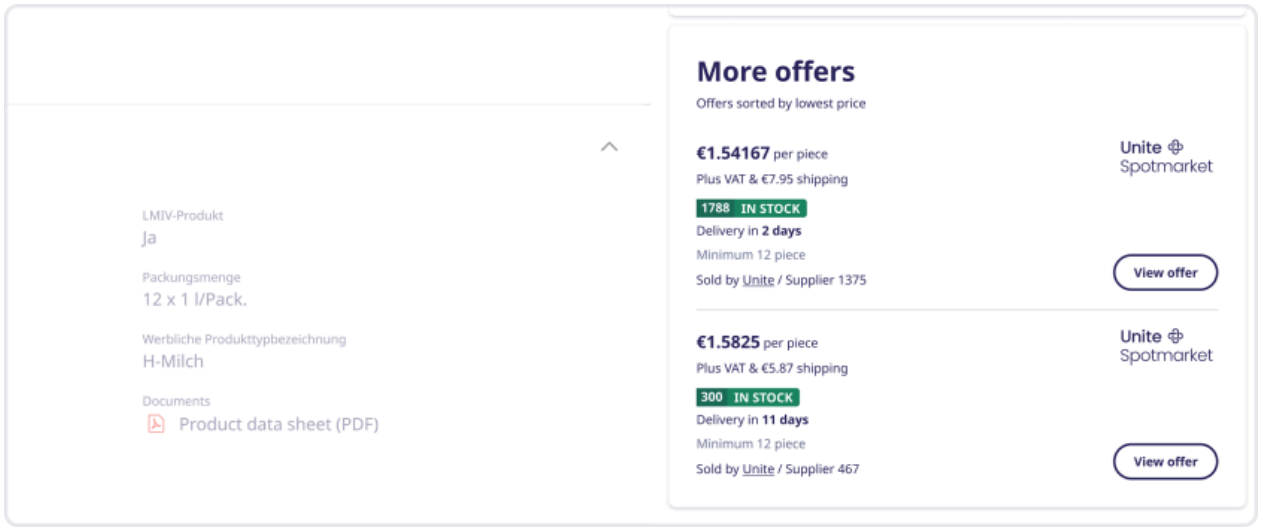
Note: Select the delivery option you prefer or use the Smart Basket feature, to get the best combination of best price, fastest delivery and fewest deliveries.

Delivery to a collection point or PO box address

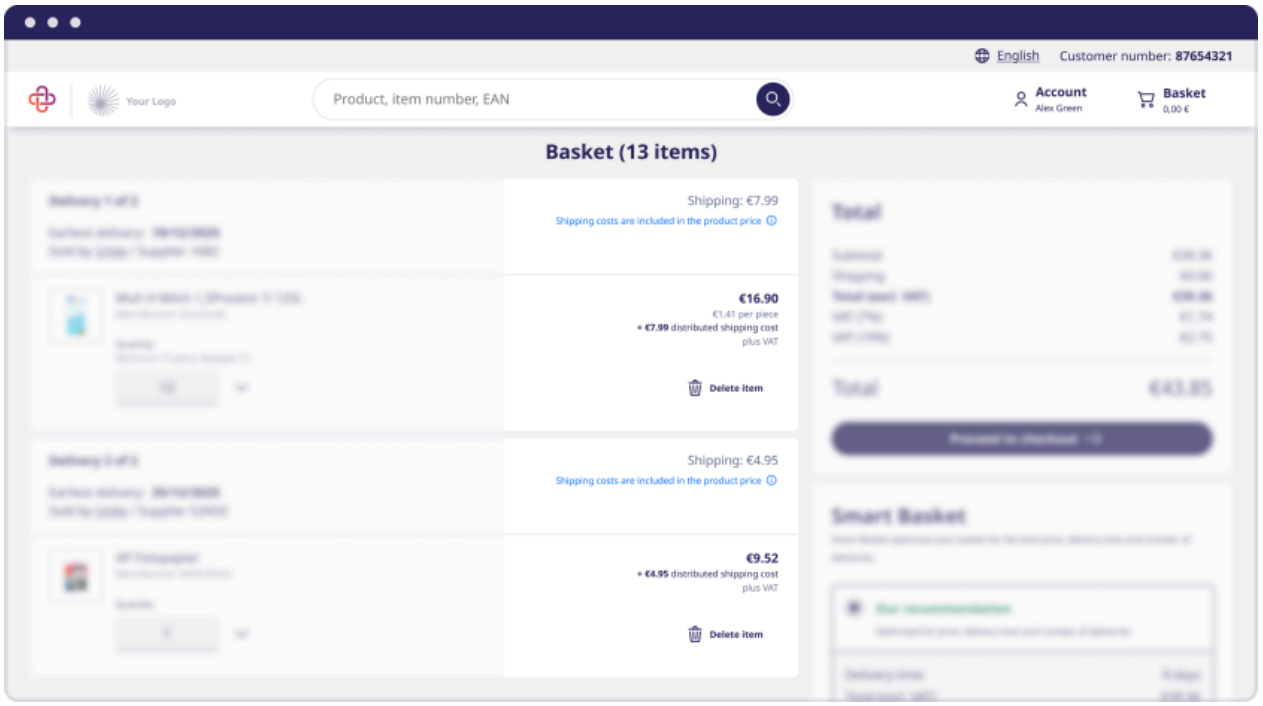
Unfortunately, it's not possible to have your order delivered to a collection point or to a post office box.

Shipping costs

The shipping costs vary from supplier to supplier as each supplier calculates them differently. You can view and compare shipping costs on the item details page across all suppliers.



Additionally, the shipping costs are shown in the basket and on the order preview page.



If your order includes items from multiple suppliers, shipping costs may be calculated separately for each one.

Shipping cost splitting

Your company may have set up shipping cost splitting. In this case, you won't see the shipping costs as a separate item. Instead, they're already included in the item prices.

If you're an administrator and want to set up shipping cost splitting, please contact your Unite representative or get in touch with the Sales Team.

Frequently asked questions

I haven't received an email with delivery details. What can I do?

It's possible that the email has been blocked by your spam filter. Try checking your spam or junk folder and, if necessary, contact your IT department to adjust your spam filter settings to receive emails from Unite.

It's also possible that the supplier hasn't sent us a shipping confirmation, in which case you can contact our customer service to follow up. We'll need your order number and customer number to process your query.

How can I track my order?

If the supplier provides a tracking number, you'll receive a shipping confirmation email containing delivery details.

There wasn't anyone available when the courier arrived, what now?

The courier will deliver the order to your chosen delivery address. If no one is present, you'll receive a notification from the courier with further information and instructions.

My order wasn't delivered within the expected delivery time, what should I do?

Don't worry, we'll take care of it. Please contact our customer service or complete a delivery date request form.

You can help prevent delays by addressing the following:

- **Missing phone number:** Please provide an onsite contact number which will be answered during business hours.
- **Outstanding advance payments:** If you've selected prepayment as your payment method, the goods will not be dispatched until payment has been received. You can change your payment method in your account settings.
- **Delivery addresses:** Check the address you've entered. Is it correct and courier friendly?
- **Delivery attempts:** Be available in the courier's delivery window to receive your order.

Why haven't I received all the items of my order?

It's possible that not all items will be shipped on the same day. If provided by the supplier, a shipping confirmation with delivery information for each item will be emailed to you.

If you haven't received all the items or the correct quantity by the respective delivery dates, please follow our returns procedure.

For more information on returns and complaints on Unite, click here.

How do I log a return or claim?

Access the first email you received from Unite with your order number. Click on the 'Return or replace items' link and fill out the form.

For more information on returns and complaints on Unite, click here.

Contact customer service

You can reach Unite customer service by email at service.uk@unite.eu or by phone at +44 (0) 20 3376 7963.