

Shipping and delivery

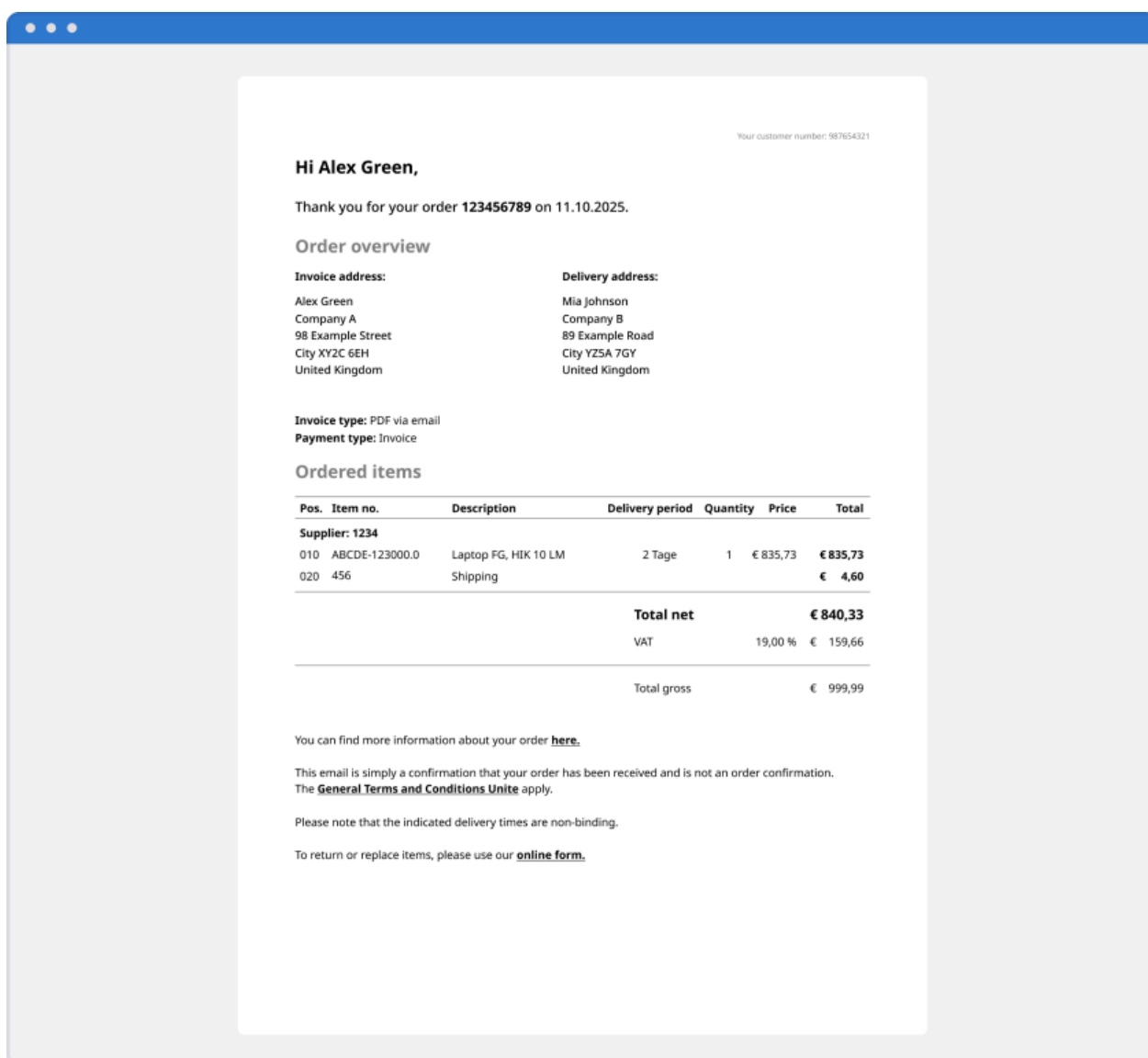
In this article you'll learn how Unite's shipping process works, including delivery times, delivery addresses, and shipping costs. We also provide answers to frequently asked questions.

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 Company A 98 Example Street City XY2C 6EH United Kingdom	Mia Johnson Company B 89 Example Road City YZ5A 7GY 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

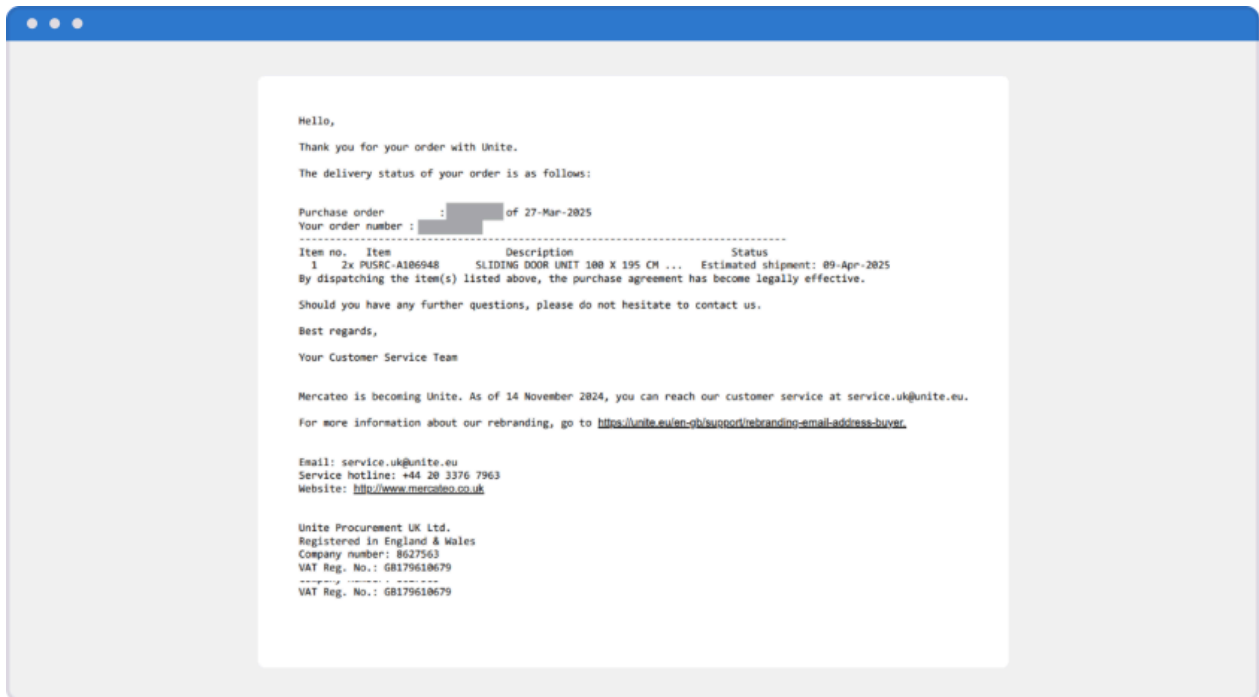
You can find more information about your order [here](#).

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](#).

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



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.

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.

English Customer number: 87654321

Your Logo


Product, item number, EAN

Account Alex Green Basket 0,00 €

Home > ... > Milk > Item

Muh H-Milch 1,5Prozent 1l 12St.

Item number: 1682-492168400 EAN/GTIN: 14100290025134 Manufacturer: Arla Foods More offers: 2



Unite / Supplier 1682 **Unite Spotmarket**

€1.41834 per piece
Plus VAT & €7.99 shipping
1788 IN STOCK Delivery in **2 days**

Minimum 12 piece Multiple 12
12

Add to basket

More offers
Offers sorted by lowest price

€1.54167 per piece
Plus VAT & €7.95 shipping
1788 IN STOCK
Delivery in **2 days**
Minimum 12 piece
Sold by Unite / Supplier 1375 **View offer**

€1.5825 per piece
Plus VAT & €5.87 shipping
300 IN STOCK
Delivery in **11 days**
Minimum 12 piece
Sold by Unite / Supplier 467 **View offer**

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.

LMIV-Produkt
ja

Packungsmenge
12 x 1 l/Pack.

Werbliche Produkttypbezeichnung
H-Milch

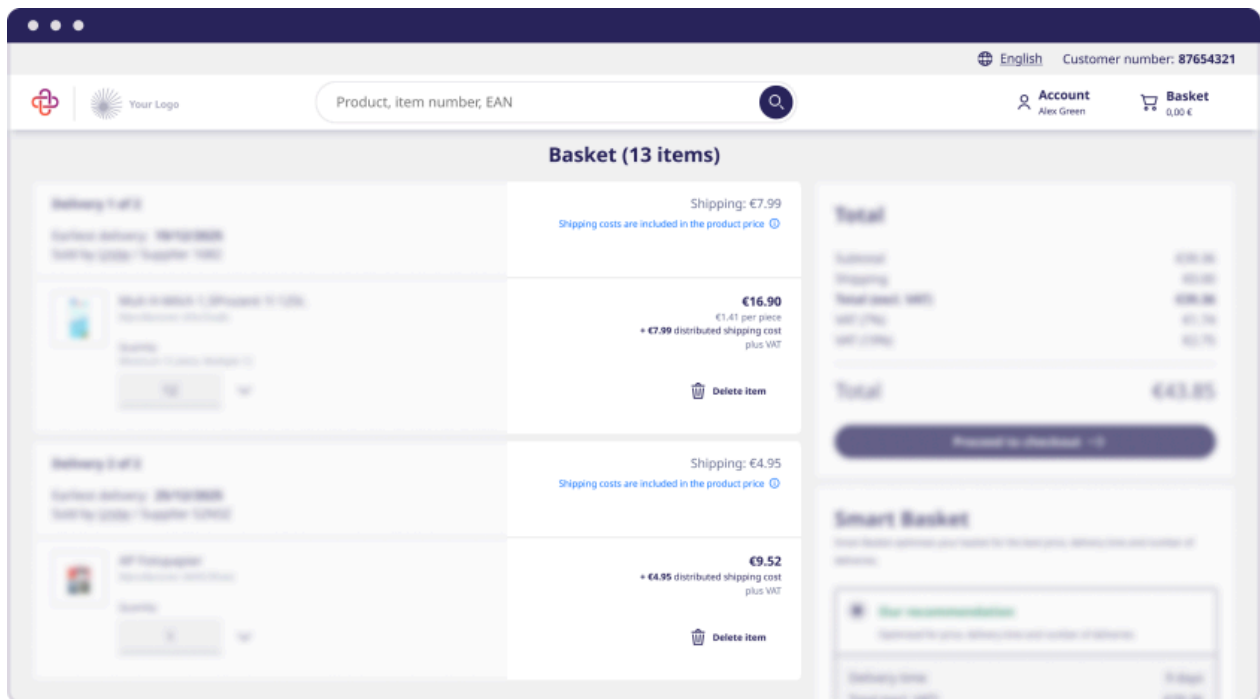
Documents
Product data sheet (PDF)

More offers
Offers sorted by lowest price

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Sold by Unite / Supplier 467 **View offer**

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.
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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.de@unite.eu or by phone at [+49 \(0\)89 121 407 77](tel:+49(0)8912140777).