

Shipping and delivery

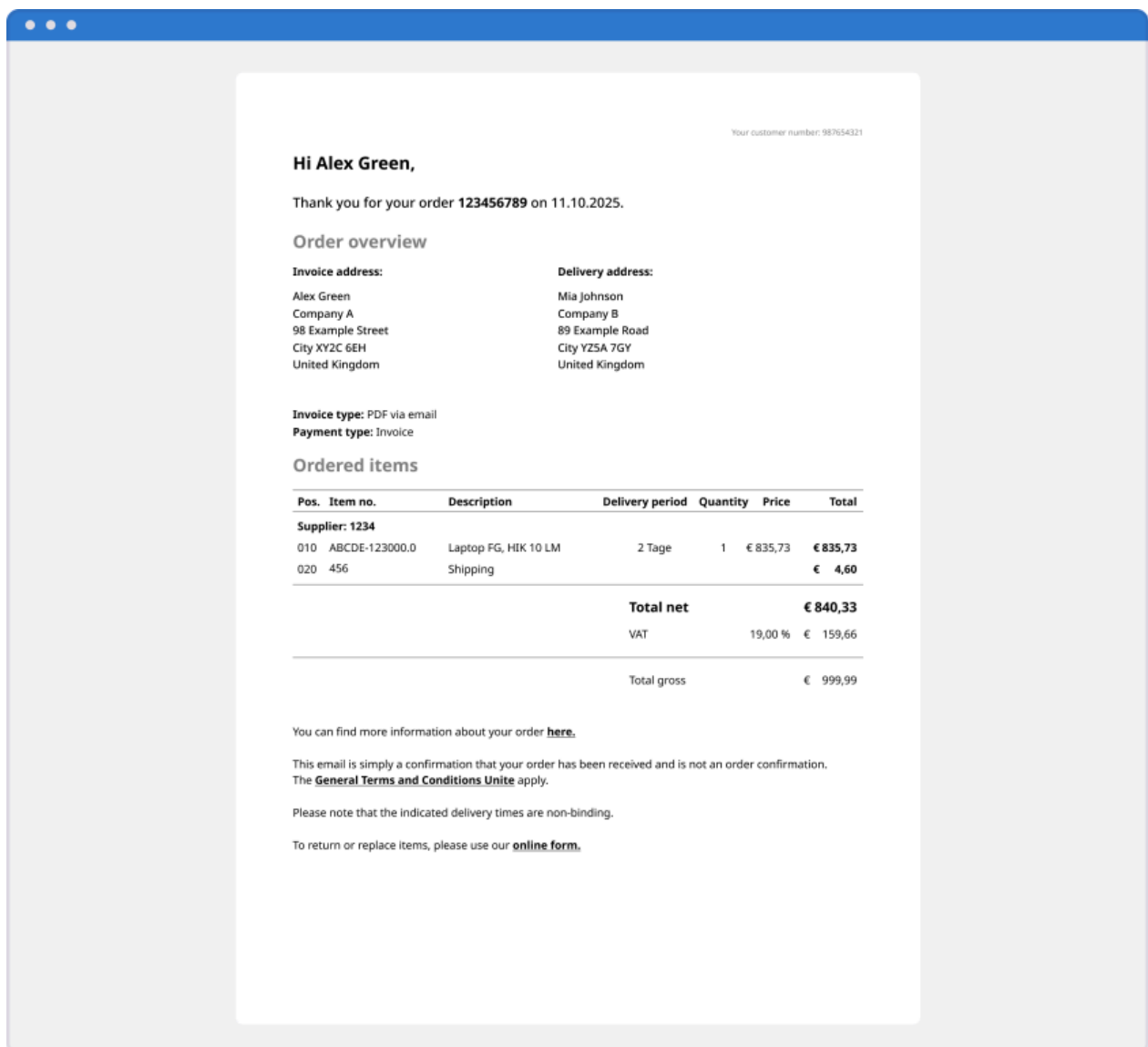
In this article you'll learn how Unite's shipping process works, including delivery times, delivery addresses, and shipping costs. We also provide answers to frequently asked questions.

How the shipping process works

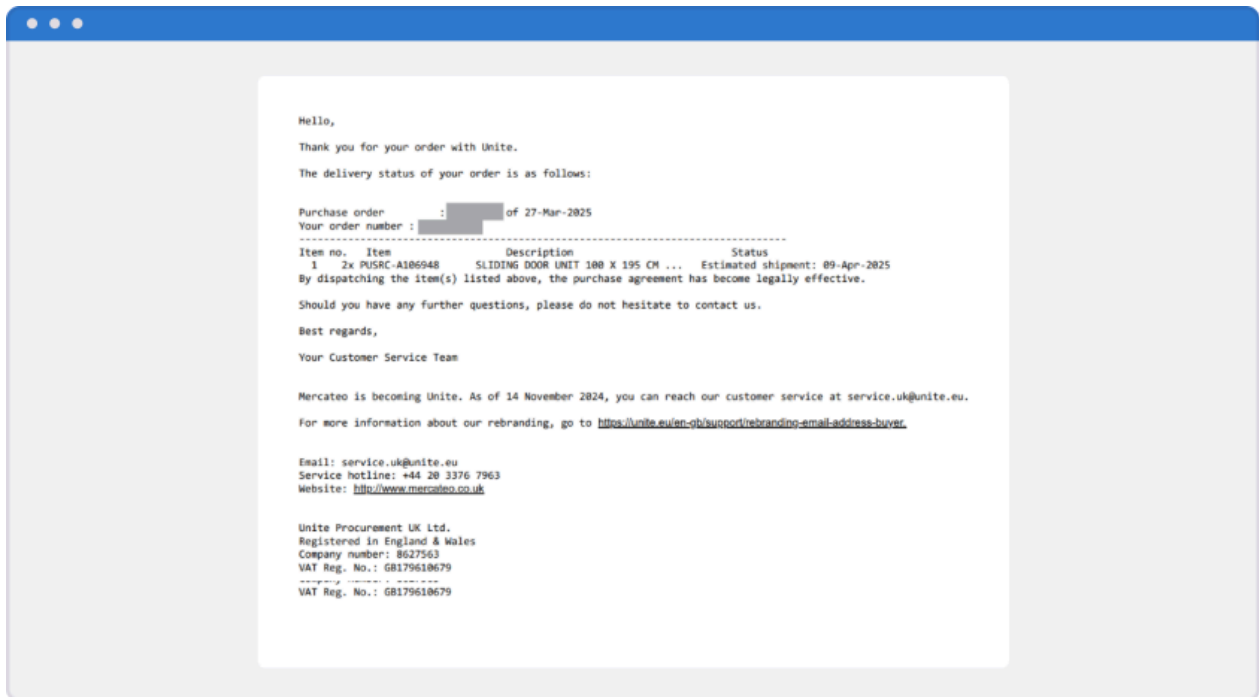
Order receipt confirmation and shipping confirmation

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



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



Transport and courier services

Your order will be delivered by a courier chosen by the supplier. Here is a list of some of the mainstream couriers used:

- Germany: DHL, DPD, GLS, UPS, Hermes
- Austria: Österreichische Post, DPD Austria, GLS Austria, DHL, Hermes
- Switzerland: Schweizerische Post, DPD Schweiz, DHL Schweiz, UPS Schweiz, GLS Schweiz
- United Kingdom: DHL, DPD, PARCEL FORCE, UPS, FED EX
- The Netherlands: PostNL, UPS, DHL, DPD, TNT
- France: Chronopost, Colissimo, TNT, DPD, UPS
- Poland: DPD, DHL, GLS, FedEx, UPS
- Italy: BRT, GLS, DHL, UPS, TNT
- Hungary: DHL, GLS, DPD, UPS, ExpressOne
- Spain: SEUR, GLS, DHL, UPS, DPD

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 and delivery addresses

Delivery times

To check delivery times, click on the item you want to buy. The delivery times are shown next to each supplier (warehouse) on the product detail page. This allows you to quickly compare the delivery times and availability of items.

Quantity: pack [Add to basket](#)

Offers (7)	Delivery period	Stock level	Min. quantity	Shipping	Staggered price	Unit price [▲]
Warehouse 766	3 days	1377	5	€ 20,00*	from € 2,91*	€ 3,31*
Warehouse 467	8 days	120	1	€ 5,87*	from € 4,96*	€ 4,98*
Warehouse 1498	4 days	no information	1	€ 6,95*	from € 5,62*	€ 5,62*
Warehouse 8760	5 days	no information	1	€ 7,99*	from € 5,70*	€ 5,70*
Warehouse 1955	6 days	17817	1	€ 5,99*	from € 5,80*	€ 6,00*

Offers: 5 [All](#)

Quantity: pack [Add to basket](#)
[Share item](#) [Add item to shopping list](#)

For each supplier you'll see further information on stock levels, shipping costs and return conditions.

Prices: Warehouse 467			
Order quantity	Net	Gross	Unit
1 pack	€ 4,98*	€ 5,93	per pack
from 10 packs	€ 4,97*	€ 5,91	per pack
from 25 packs	€ 4,96*	€ 5,90	per pack
1 pack contains 500 sheets (from € 0,00992* per sheet)			

Stock level: Warehouse 467	Shipping: Warehouse 467	
Have more detailed stock level information displayed.	Order value	Shipping
	from € 0,00*	€ 5,87*

Rights to return this item: Warehouse 467
This item is excluded from cancellation, exchange or return. The Terms and Conditions state that the warranty period continues regardless of the return rights stated.

You can assess the delivery reliability of each supplier (warehouse) by clicking on the delivery time.

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

Delivery addresses

In the order preview, you'll have the option to specify a delivery address. For more information on how to add and manage delivery addresses, go to our profile and account management page.

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.

Deliveries outside your country

Unite processes deliveries only within the same country and does not offer cross-border shipping. For orders outside your country, please visit the Unite website for the destination country, where you can find products available for that region.

- Belgium: www.mercateo.be
- Germany: www.mercateo.com
- France: www.mercateo.fr
- United Kingdom: www.mercateo.co.uk
- Ireland: www.mercateo.ie
- Italy: www.mercateo.it
- The Netherlands: www.mercateo.nl
- Austria: www.mercateo.at
- Poland: www.mercateo.com.pl
- Switzerland: www.mercateo.ch
- Spain: www.mercateo.es
- Hungary: www.mercateo.hu

How to access delivery information

You can go to your account and click on '[Order archive](#)'. Under 'Status', click on 'Show shipping information' to view the delivery information.

Order archive [New: extended report](#)

to find a specific invoice, reorder an item, or access the returns form.
 for a selected time period as an Excel file – for example, to evaluate orders by product group, cost centre or buyer.

Total	Buyer	Largest item in order	Status	Documents
€ 22.19*	Alex Green	59099-00000-00 TESA Ecologo Klebestem ...	Show shipping information	R_3010546261

Manufacturer/Manufacturer no.	Supplier	Warehouse	Delivery status	Quantity	Price
59099-00000-00	Mercateo	UFP Deutschland GmbH	Goods dispatched 2 C62 - Sep 28, 2024	2 C62	EUR 6.10 EUR 7.26
59099-00000-01	Mercateo	Lager 94QG7	Goods dispatched 1 PK - Sep 28, 2024	1 PK	EUR 10.00 EUR 11.70

If provided by the supplier, an email will be sent containing the estimated delivery date for each item. It may also contain tracking information, if available.

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.

from 20 packs	€ 4,95	€ 0,95	per pack
1 pack contains 500 sheets (from € 0,00992* per sheet)			
Stock level: Warehouse 467		Shipping: Warehouse 467	
Have more detailed stock level information displayed.		Order value	Shipping
		from € 0,00*	€ 5,87*
Rights to return this item: Warehouse 467			
This item is excluded from cancellation, exchange or return.			

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

	Item	Minimum order value	Net value	Shipping	VAT 19%	Gross value
	1	€ 0,00*	€ 217,64*	€ 4,95*	€ 42,29	€ 264,88
	1	€ 0,00*	€ 211,73*	€ 0,00*	€ 40,23	€ 251,96
	1	€ 0,00*	€ 501,66*	€ 3,00*	€ 95,89	€ 600,55
	3		€ 931,03*	€ 7,95*	€ 178,41	€ 1.117,39

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

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.

For markets outside Germany:

Please contact our customer service to follow up. We'll need your order number and customer number to process your query.

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 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.

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.

Or you can access your account and go to the order in the '[Order archive](#)' tab. Go to the relevant order. Under the 'Action' column, you'll find a curved arrow. Click on the arrow for the relevant order and fill out the returns form.

For more detailed information on Unite's return procedure, [go to our returns and claims page](#).
