Shipping and delivery

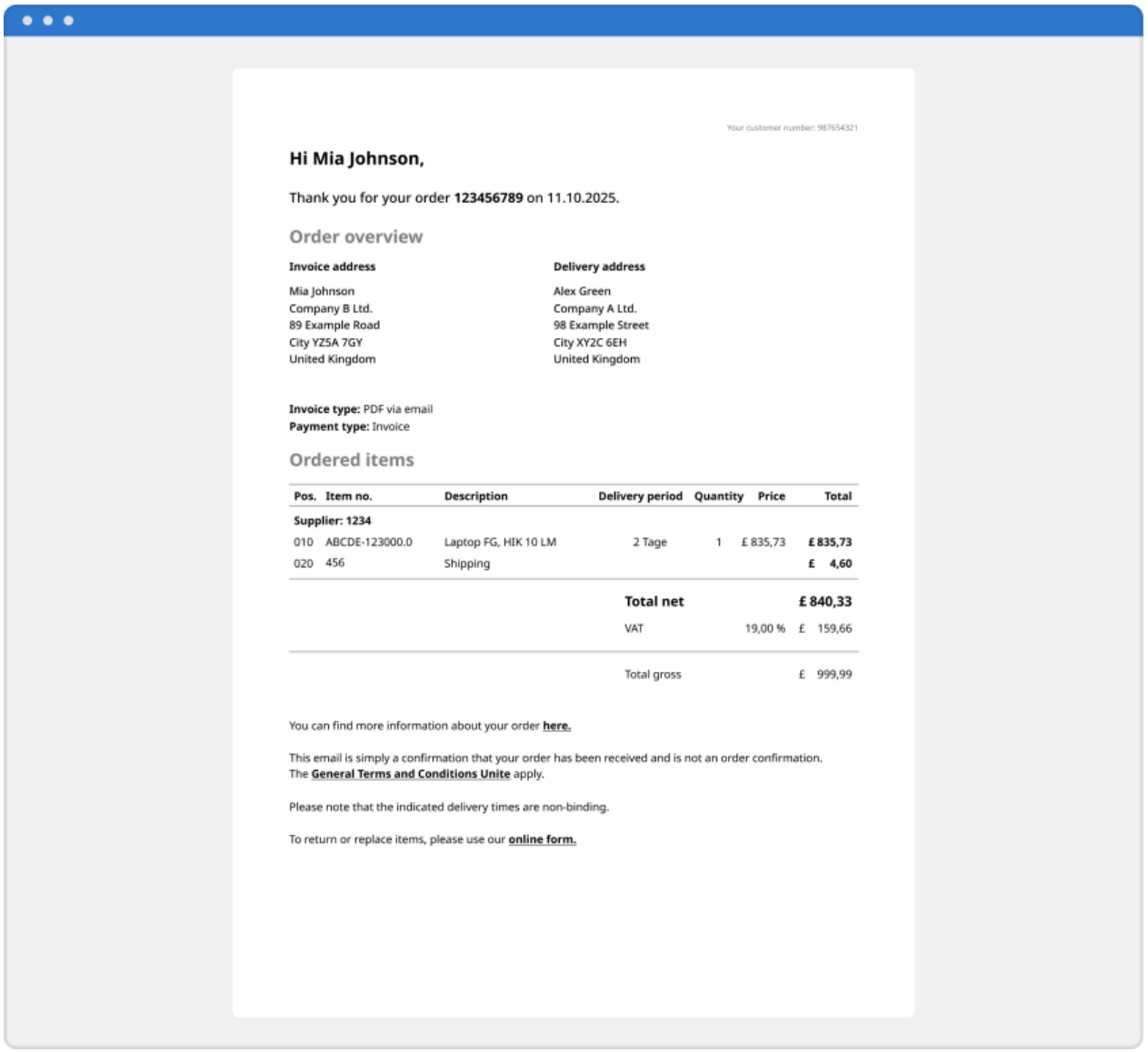
In this article you'll learn how Unite's shipping process works, including delivery times, delivery addresses, and shipping costs. We also provide answers to frequently asked questions.

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 Mia Johnson,

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

Order overview

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

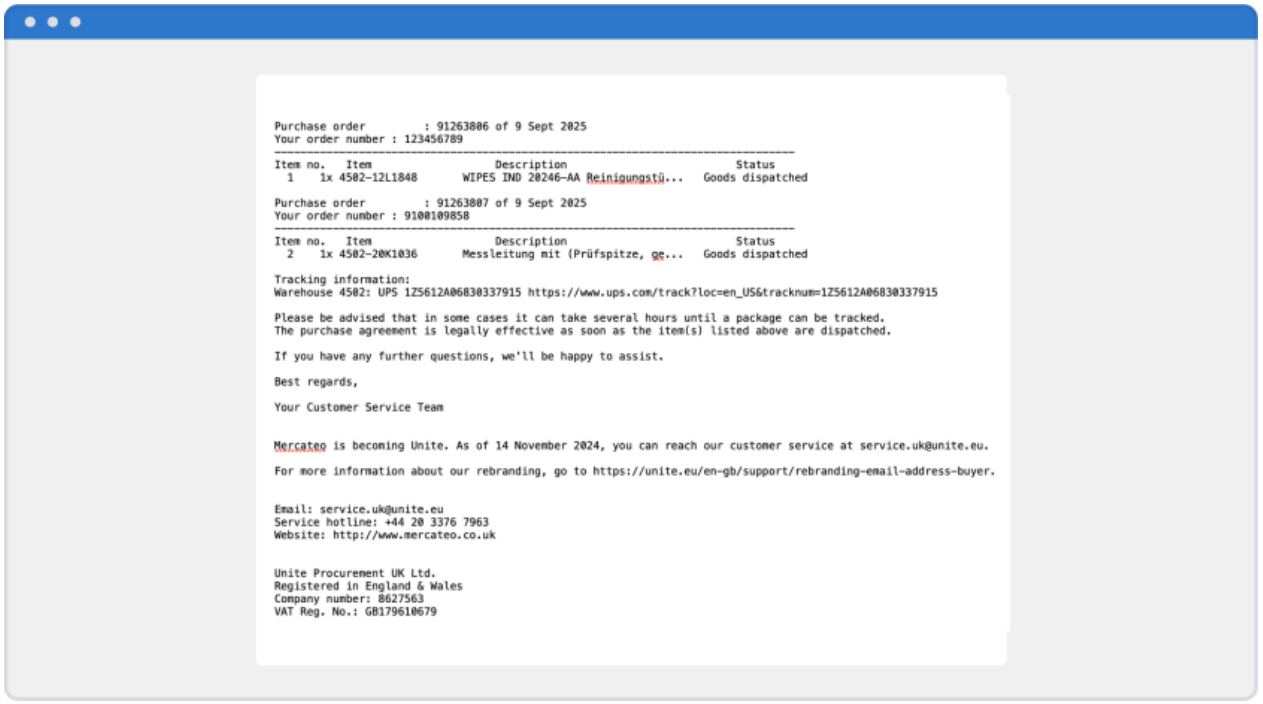
You can find more information about your order **here.**

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)



```
Purchase order         : 91263806 of 9 Sept 2025
Your order number : 123456789
-------------------------------------------------------------------------------
Item no.   Item                  Description                          Status
  1    1x 4502-12L1848       WIPES IND 20246-AA Reinigungstü...   Goods dispatched

Purchase order         : 91263807 of 9 Sept 2025
Your order number : 9100109858
-------------------------------------------------------------------------------
Item no.   Item                  Description                          Status
  2    1x 4502-20K1036       Messleitung mit (Prüfspitze, ge...   Goods dispatched

Tracking information:
Warehouse 4502: UPS 1Z5612A06830337915 https://www.ups.com/track?loc=en_US&tracknum=1Z5612A06830337915

Please be advised that in some cases it can take several hours until a package can be tracked.
The purchase agreement is legally effective as soon as the item(s) listed above are dispatched.

If you have any further questions, we'll be happy to assist.

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
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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

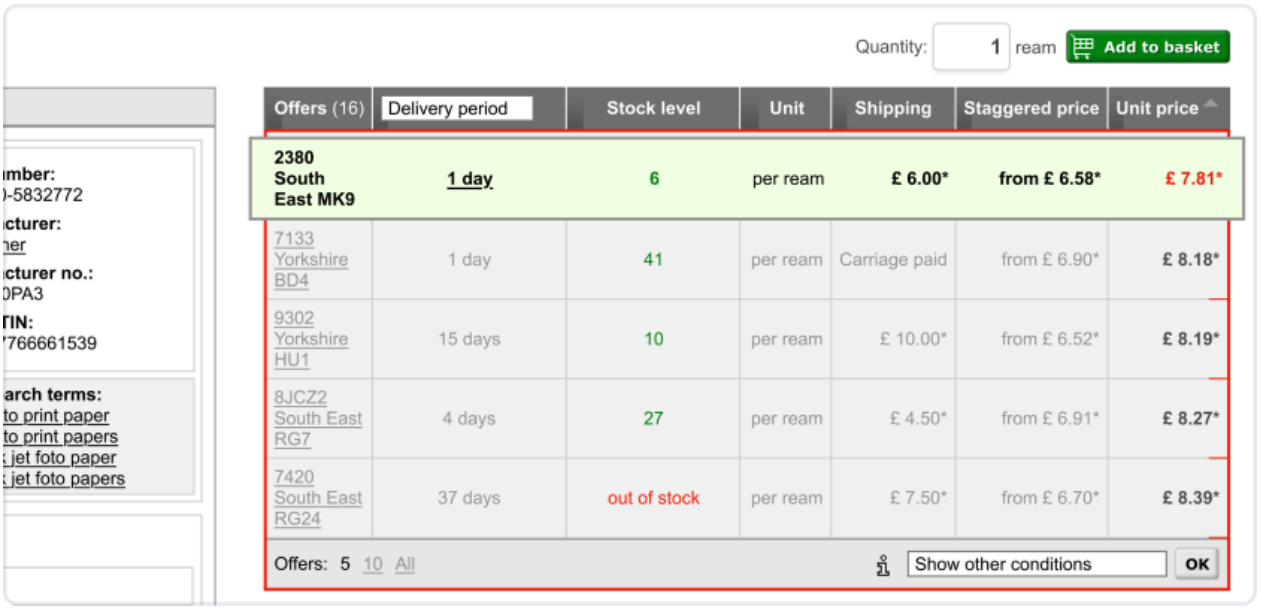
Delivery of your order

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.

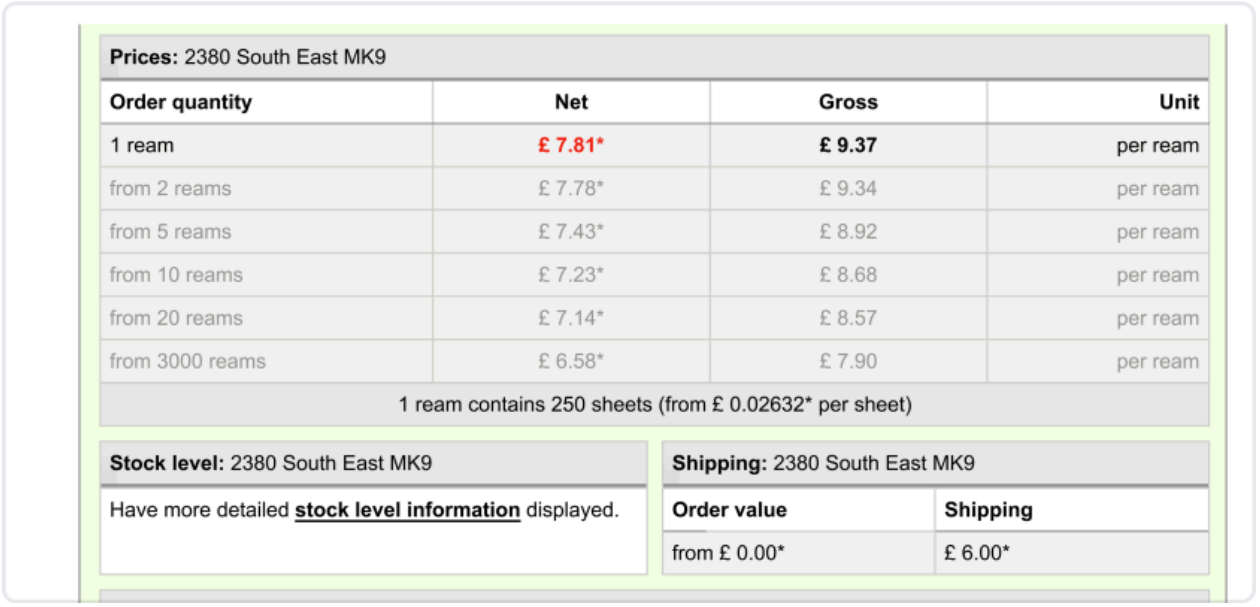


Quantity: 1 ream Add to basket

Offers (16)	Delivery period	Stock level	Unit	Shipping	Staggered price	Unit price
2380 South East MK9	**1 day**	6	per ream	**£ 6.00***	**from £ 6.58***	**£ 7.81***
7133 Yorkshire BD4	1 day	41	per ream	Carriage paid	from £ 6.90*	**£ 8.18***
9302 Yorkshire HU1	15 days	10	per ream	£ 10.00*	from £ 6.52*	**£ 8.19***
8JCZ2 South East RG7	4 days	27	per ream	£ 4.50*	from £ 6.91*	**£ 8.27***
7420 South East RG24	37 days	out of stock	per ream	£ 7.50*	from £ 6.70*	**£ 8.39***

Offers: 5 10 All — Show other conditions — OK

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



Prices: 2380 South East MK9

Order quantity	Net	Gross	Unit
1 ream	**£ 7.81***	**£ 9.37**	per ream
from 2 reams	£ 7.78*	£ 9.34	per ream
from 5 reams	£ 7.43*	£ 8.92	per ream
from 10 reams	£ 7.23*	£ 8.68	per ream
from 20 reams	£ 7.14*	£ 8.57	per ream
from 3000 reams	£ 6.58*	£ 7.90	per ream

1 ream contains 250 sheets (from £ 0.02632* per sheet)

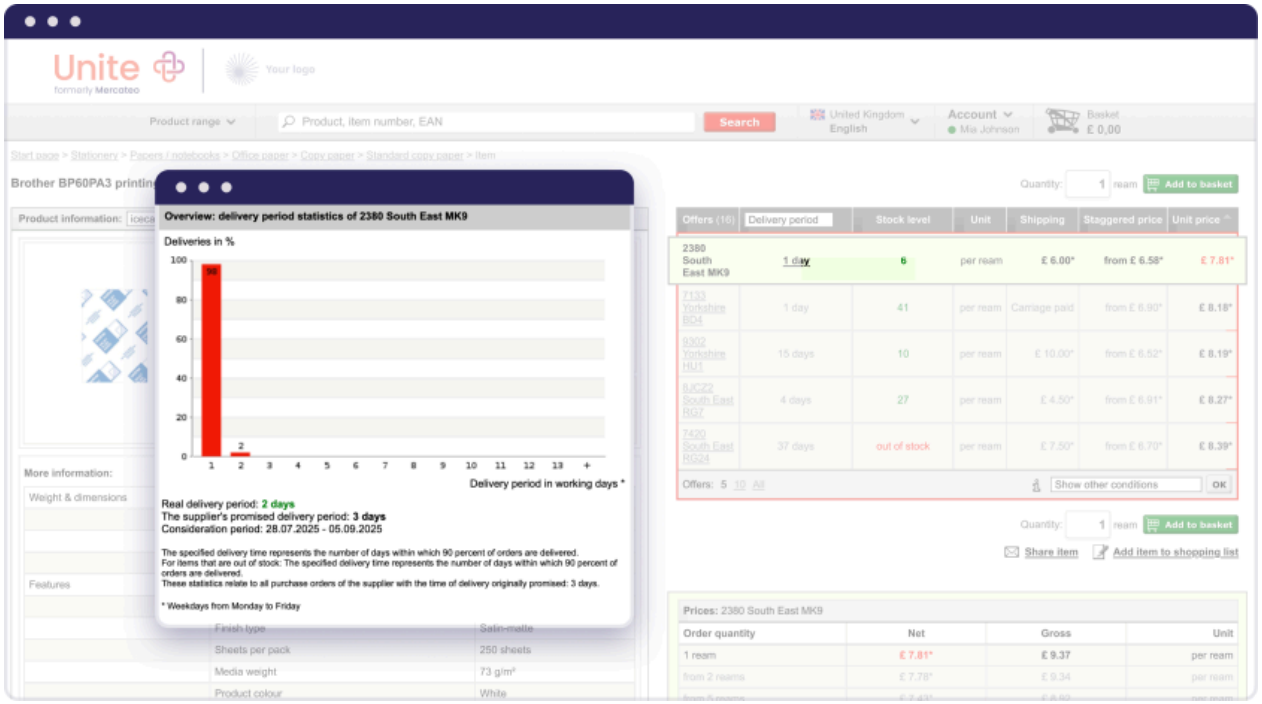
Stock level: 2380 South East MK9

Have more detailed **stock level information** displayed.

Shipping: 2380 South East MK9

Order value	Shipping
from £ 0.00*	£ 6.00*

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.

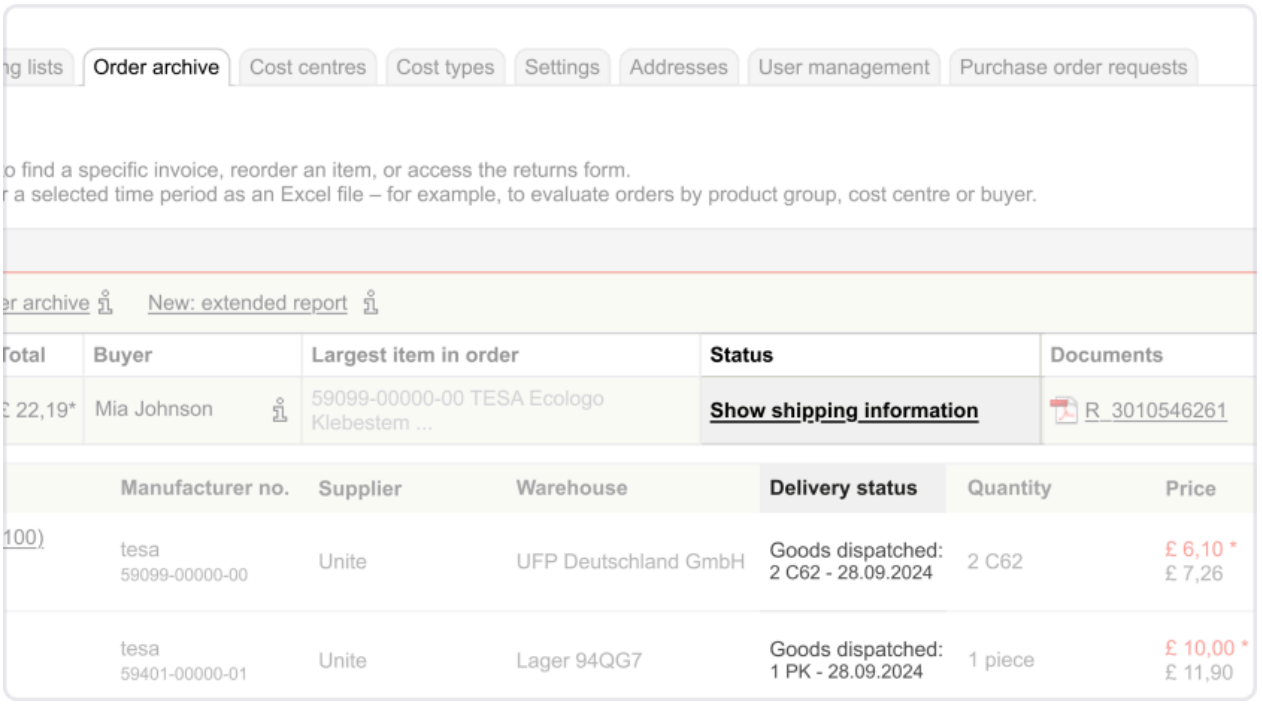
Deliveries outside your country

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.



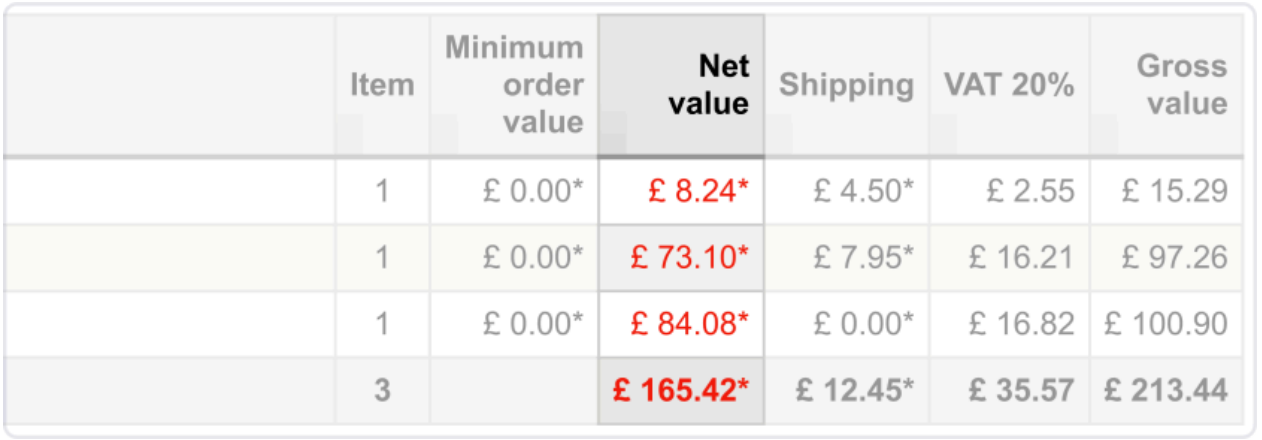
If provided by the supplier, an email will be sent containing the estimated delivery date for each item. It may also contain tracking information, if available.

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.



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



	Item	Minimum order value	Net value	Shipping	VAT 20%	Gross value
	1	£ 0.00*	£ 8.24*	£ 4.50*	£ 2.55	£ 15.29
	1	£ 0.00*	£ 73.10*	£ 7.95*	£ 16.21	£ 97.26
	1	£ 0.00*	£ 84.08*	£ 0.00*	£ 16.82	£ 100.90
	3		£ 165.42*	£ 12.45*	£ 35.57	£ 213.44

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.

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.
