

## Shipping and delivery

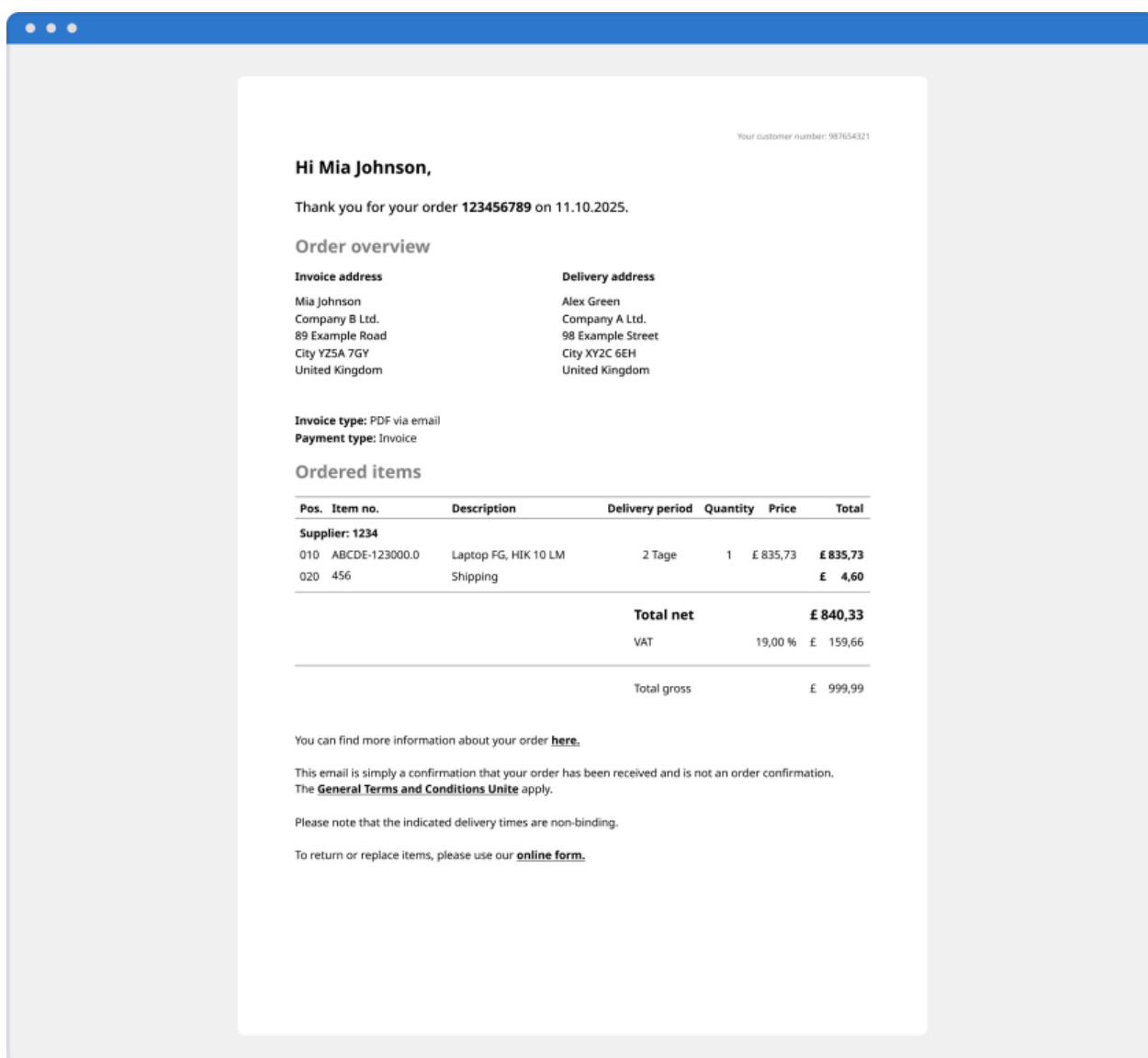
In this article you'll learn how Unite's shipping process works, including delivery times, delivery addresses, and shipping costs. We also provide answers to frequently asked questions.

### 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**

<b>Invoice address</b>	<b>Delivery address</b>
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
<b>Supplier: 1234</b>						
010	ABCDE-123000.0	Laptop FG, HIK 10 LM	2 Tage	1	£ 835,73	<b>£ 835,73</b>
020	456	Shipping				<b>£ 4,60</b>
					<b>Total net</b>	<b>£ 840,33</b>
					VAT	19,00 % £ 159,66
					<b>Total gross</b>	<b>£ 999,99</b>

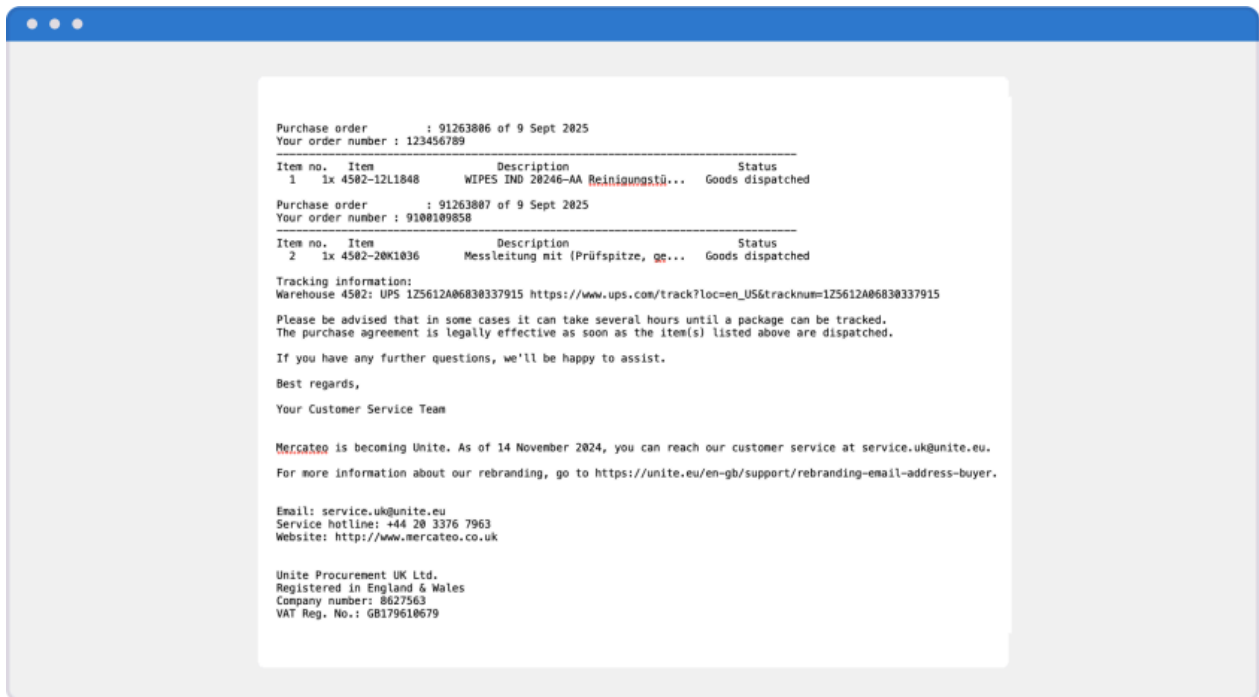
You can find more information about your order [here](#).

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)



## 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:  ream [Add to basket](#)

Offers (16)	Delivery period	Stock level	Unit	Shipping	Staggered price	Unit price
<b>2380 South East MK9</b>	<b>1 day</b>	<b>6</b>	per ream	<b>£ 6.00*</b>	<b>from £ 6.58*</b>	<b>£ 7.81*</b>
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](#)

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		Shipping: 2380 South East MK9	
Have more detailed <a href="#">stock level information</a> displayed.		<b>Order value</b>	<b>Shipping</b>
		from £ 0.00*	£ 6.00*

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

The screenshot displays the Unite website interface for a Brother BP60PA3 printing paper product. The main content area is divided into several sections:

- Product Information:** Includes a bar chart titled "Overview: delivery period statistics of 2380 South East MK9". The chart shows delivery periods in working days (1 to 13) on the x-axis and the percentage of deliveries in % on the y-axis. The highest bar is at 1 day (100%), and a smaller bar is at 2 days (2%).
- Delivery Statistics:**
  - Real delivery period: 2 days
  - The supplier's promised delivery period: 3 days
  - Consideration period: 28.07.2025 - 05.09.2025
  - The specified delivery line represents the number of days within which 90 percent of orders are delivered. For items that are out of stock: The specified delivery time represents the number of days within which 90 percent of orders are delivered. These statistics relate to all purchase orders of the supplier with the time of delivery originally promised: 3 days.
  - \* Weekdays from Monday to Friday
- Offers Table:**

Offers (18)	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 B54	1 day	41	per ream	Carriage paid	from £ 6.90*	£ 8.18*
5302 Yorkshire H&J	15 days	10	per ream	£ 10.00*	from £ 6.52*	£ 8.19*
5322 South East R27	4 days	27	per ream	£ 4.50*	from £ 6.91*	£ 8.27*
7420 South East R24	37 days	out of stock	per ream	£ 7.50*	from £ 6.70*	£ 8.39*
- Price Table:**

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*	£ 8.90	per ream

**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](http://www.mercateo.be)
- Germany: [www.mercateo.com](http://www.mercateo.com)
- France: [www.mercateo.fr](http://www.mercateo.fr)
- United Kingdom: [www.mercateo.co.uk](http://www.mercateo.co.uk)
- Ireland: [www.mercateo.ie](http://www.mercateo.ie)
- Italy: [www.mercateo.it](http://www.mercateo.it)
- The Netherlands: [www.mercateo.nl](http://www.mercateo.nl)
- Austria: [www.mercateo.at](http://www.mercateo.at)
- Poland: [www.mercateo.com.pl](http://www.mercateo.com.pl)
- Switzerland: [www.mercateo.ch](http://www.mercateo.ch)
- Spain: [www.mercateo.es](http://www.mercateo.es)
- Hungary: [www.mercateo.hu](http://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.

g lists	<b>Order archive</b>	Cost centres	Cost types	Settings	Addresses	User management	Purchase order requests
<p>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.</p>							
<p>er archive  <a href="#">New: extended report</a> </p>							
Total	Buyer	Largest item in order		Status	Documents		
£ 22,19*	Mia Johnson	59099-00000-00 TESA Ecologo Klebestem ...		<a href="#">Show shipping information</a>	R 3010546261		
	Manufacturer no.	Supplier	Warehouse	Delivery status	Quantity	Price	
100)	tesa 59099-00000-00	Unite	UFP Deutschland GmbH	Goods dispatched: 2 C62 - 28.09.2024	2 C62	£ 6,10 * £ 7,26	
	tesa 59401-00000-01	Unite	Lager 94QG7	Goods dispatched: 1 PK - 28.09.2024	1 piece	£ 10,00 * £ 11,90	

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.

1 ream contains 250 sheets (from £ 0.02632* per sheet)					
Level: 2380 South East MK9	<b>Shipping: 2380 South East MK9</b>				
more detailed <a href="#">stock level information</a> displayed.	<table border="1"> <tr> <th>Order value</th> <th>Shipping</th> </tr> <tr> <td>from £ 0.00*</td> <td>£ 6.00*</td> </tr> </table>	Order value	Shipping	from £ 0.00*	£ 6.00*
Order value	Shipping				
from £ 0.00*	£ 6.00*				
to return this item: 2380 South East MK9					

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](#).

---