

Possible delays due to lack of customs documentation

In so far as nothing to the contrary has expressly been agreed, the customer shall take on the shipping of the goods. In the case of customers from non-EU countries, this shall also include the customs clearance, essentially by the freight forwarder instructed by the customer. In that respect, the regular procedure is that the goods are received by O.VE. before the customs documentation (notice of assessment, giving details of the customs value and the import sales tax) is available. The customs documentation shall only be presented to O.VE. by the freight forwarder instructed by the customer at a later stage.

O.VE. has no control over when this occurs. In the case of particular urgency, it shall solely be the customer's responsibility to induce the freight forwarder to handle the order as rapidly as possible.

O.VE. requires the customs documentation for the customs declaration to be made at the time of returning the goods to the customer. It is expressly pointed out that, on legal grounds, O.VE. is unable to ship the goods processed as long as the customs documentation is unavailable. In particular, the notice of assessment is required in order to state the exact value of the goods and the import sales tax.

Also in cases where the delivery time has expressly been agreed with the customer in writing in a binding manner, the obligation hence exists to deliver the goods as contractually agreed subject to the reservation of the necessary customs documentation being presented in good time and in full. In cases where O.VE. is not responsible for the delay, binding delivery dates will have to be postponed to a later date to the extent by which presentation of the customs documentation by the customer is delayed.