

# ADDITIONAL CHARGES

## B2B Shipping

Rates are listed as net amounts. Charges are added to due amounts. TOD for Standard Shipments

TYPE OF SERVICE	RATE	CHARACTERISTICS
Return of documents	PLN 15	Return of a set of original order documents.
	PLN 2	Return of a set of electronic order documents. Access to the database in the Suus Portal .
	free	Online access to a database of electronic documents.
<b>CARRYING-IN / CARRYING-OUT THE SHIPMENT</b> The carrying-in / carrying-out service is provided regardless of the floor beyond the first threshold of the premises, if the building's infrastructure allows it. The carrying-in / carrying-out service is only available for goods with a total length, width and height not exceeding 400 cm. If the actual weight of a single item exceeds 100 kg gross or if the sum of the dimensions exceeds 400 cm, an extra charge for the service applies. Unpacking of goods, placing them in a designated place at the recipient's premises, removal of transport packaging to a place indicated by the recipient at the premises (on request) after purchasing the PAKIET EXPERT service.	PLN 35	Shipping weight up to 45 kg
	PLN 42	Shipping weight up to 60 kg
	PLN 49	Shipping weight up to 75 kg
	PLN 57	Shipping weight up to 90 kg
	PLN 0,6 /kg, min. PLN 57	Shipment weight up to 91 – 240 kg
	PLN 0,5 /kg, min. PLN 144	Shipment weight up to 241 – 800 kg
*EXTRA CHARGE for a single item with a gross actual weight between 100 and 168 kg or when the sum of the dimensions exceeds 400 cm.	PLN 60	For a single item plus remuneration according to the price list for the CARRYING-IN/ CARRYING-OUT service.
<b>PAKIET EXPERT</b> The service involves unpacking the delivered goods, setting them up in a place indicated by the recipient and transporting the packaging to a place indicated by the recipient at the premises (on request). *Purchase of the carrying-in service is required to provide this service.	PLN 10	Shipping weight up to 31,5 kg
	PLN 12	Shipping weight up to 45 kg
	PLN 15	Shipping weight up to 60 kg
	PLN 20	Shipping weight up to 75 kg
	PLN 23	Shipping weight up to 90 kg
	PLN 0,3/kg, min. PLN 23	Shipping weight up to 91 – 800 kg
<b>B2C service package (extra charge for delivery / collection to / from a private person)</b> The package includes: telephone delivery notification, text message delivery notification, delivery to a private person. The charge does not apply if the carrying-in service is purchased.	20%	Remuneration plus remuneration according to the price list
Collection of used equipment. Carried out only after successful delivery of a parcel with new household appliances/consumer electronics by RÖHLIG SUUS to this recipient.	PLN 116	Per item, collection of used equipment carried out within 5 working days counting from the next day after delivery. Service launch upon acceptance by RÖHLIG SUUS product director.
Cash on delivery (BLIK, payment card; service only for customers with an active offer/partnership agreement, not valid for valuations via SUUS Website).	0,45%	Amount collected min. PLN 9, for a maximum amount collected of PLN 15,000
Cash on delivery (cash; service only for customers with an active offer /partnership agreement, not valid for valuations via SUUS Website).	0,53%	Amount collected min. PLN 17, for a maximum amount collected of PLN 15,000
Call delivery notification <a href="#">*dedicated service in B2C</a>	free	Contacting the RÖHLIG SUUS driver with the recipient to confirm the date and place (date, time, delivery address).
Text message delivery notification to the recipient.	B2C free / B2B PLN 1	Sending two text messages to the recipient on the day of acceptance of the goods for transport and on the day of the planned delivery. An extra charge in B2B is added to each order.
Delivery notification on an online platform (e.g. Transporeon) .	PLN 22	Per delivery notification
Return of EUR pallets (according to RÖHLIG SUUS rules, service only for customers with an active offer/partnership agreement, not valid for valuations via SUUS Website) <a href="http://www.suus.com/pub/Aneks_nr_2_do_OW_Temp+ i_ZwrotPalet_23122022.pdf">www.suus.com/pub/Aneks_nr_2_do_OW_Temp+ i_ZwrotPalet_23122022.pdf</a>	PLN 10	Per returned pallet
Delivery Service in the selected time interval: 8:00 am - 12:00 pm, 12:00 pm - 4:00 pm, is available within a 50 km range from RÖHLIG SUUS depots: Szczecin, Trojmiasto, Bydgoszcz, Koszalin, Poznan, Bialystok, Olsztyn, Warsaw, Lublin, Kielce, Lodz, Kalisz, Wroclaw, Katowice, Krakow, Rzeszow, Zielona Gora. <a href="#">*service dedicated in B2C</a>	PLN 29	8:00 am – 12:00 pm 12:00 pm – 4:00 pm
Delivery Service in the selected time interval: 4:00 pm - 8:00 pm is available within a 50 km range from RÖHLIG SUUS depots: Szczecin, Trojmiasto, Bydgoszcz, Koszalin, Poznan, Bialystok, Olsztyn, Warsaw, Lublin, Kielce, Lodz, Kalisz, Wroclaw, Katowice, Krakow, Rzeszow, Zielona Gora. <a href="#">*service dedicated in B2C</a>	PLN 39	4:00 pm – 8:00 pm
Arranging re-delivery of the shipment to the recipient (no fault of RÖHLIG SUUS)	40%	Remuneration plus remuneration according to the price list.
Arranging repeat collection of the shipment from the sender (no fault of RÖHLIG SUUS).	40%	Remuneration plus remuneration according to the price list.
Organising the collection of the previously delivered shipment from PL and returning it to the original place of delivery or organising the collection of the shipment from any place in PL and delivery to any place in PL (no more than 10% of monthly declared volume of the Customer).	30%	Salaries plus payment according to the price list - a surcharge added to the freight and subject to fuel surcharge and road toll adjustments. Pickup within 2 working days, after 2 days the fee does not apply.

TYPE OF SERVICE	RATE	CHARACTERISTICS
Carrier downtime during loading/unloading	PLN 20	For every 15 minutes started, exceeding 30 minutes
Storage of a shipment for more than two days	PLN 20	Per pallet space/day, min. PLN 10
Charge for correction of incorrect shipment parameters	PLN 35	Per shipment plus remuneration recalculation according to correct parameters Chargeable as long as a photo with dimensions and weight is taken.
Charge for correction of incorrect shipment parameters	PLN 20	Per shipment
Labelling the shipment with a RÖHLIG SUUS transport label (if there is no label on the shipment, if the delivery address changes after RÖHLIG SUUS or the carrier has accepted the shipment, or if the label is illegible due to Customer's fault).	PLN 5	Per item, not less than PLN 10
Repackaging / packing the shipment.	PLN 20	For every 100 kg started, not less than PLN 80
Pallet and foil for the packaging of the shipment.	PLN 85	For a pallet
Packing of household appliances/consumer electronics The service includes: placing a disposable pallet under the goods, securing the goods with cardboard corners, bubble wrap, stretch foil, tape binding the goods to the pallet. <i>*Service provided only with a carrying-in/carrying-out service</i>	PLN 70	Per item, household appliances/consumer electronics
Sending an order outside the webbooking system / SUUS Portal	PLN 10	For each order
Fuel surcharge		% of freight published on <a href="http://www.suus.com">www.suus.com</a>
Toll		% of freight published on <a href="http://www.suus.com">www.suus.com</a>
CARGO additional insurance		According to the terms and conditions available at <a href="http://www.suus.com/cargo-indywidualne">www.suus.com/cargo-indywidualne</a>
Seasonal allowance	5,80%	Easter holidays - from the 5th working day before the holiday to the 5th working day after the holiday; remuneration plus remuneration according to the price list.
	5,80%	LONG MAY WEEKEND – from the 5th working day before the holiday to the 5th working day after the holiday.
	5,80%	Corpus Christi – from the 5th working day before until the 5th working day after the holiday; remuneration plus remuneration according to the price list.
	5,80%	1 September to 31 December; Remuneration plus remuneration according to the price list.
Charge for handling in the SENT road freight transport monitoring system of a shipment requiring such notification (according to the Act of 09/03/2017 on the road and rail freight transport monitoring system, Journal of Laws of 2017, item 708, as amended). Valid only for Customers with an offer in which the service has been confirmed by RÖHLIG SUUS.	PLN 40	Per shipment
ADR	25%	Remuneration plus remuneration according to the price list - separate position on the invoice, not subject to fuel and toll adjustment.
TEMP+ (positive temperature transport service, available from 1 November to 31 March). In accordance with RÖHLIG SUUS rules <a href="http://www.suus.com/pub/Aneks_nr_2_do_OW_Temp+_i_ZwrotPalet_23122022.pdf">www.suus.com/pub/Aneks_nr_2_do_OW_Temp+_i_ZwrotPalet_23122022.pdf</a> . Upon approval of the RÖHLIG SUUS product director, it is possible to extend the service period from 1 October to 30 April. The service is only available to customers with an active offer (partnership agreement) and is not valid for evaluations carried out via the SUUS Website.	25%	Remuneration plus remuneration according to the price list - separate position on the invoice, not subject to fuel and toll adjustment.
Additional material	PLN 45	250 labels
	PLN 204	250 labels
<b>Transport of the shipment by a pallet jack</b> Service consisting in delivery of the Shipment to the address of the Recipient indicated in the order, together with transport using a pallet jack, to the first architectural barrier preventing further transport of the shipment with a pallet jack. The service is not provided if the surface is unpaved or uneven, which makes it impossible to safely move the shipment using a pallet jack. Transport of the shipment shall only take place within the Recipient's address. The maximum weight of a pallet for which the service can be provided is 450 kg. A charge is not applied if the principal has paid for carrying-in the shipment.	PLN 40	Per shipment plus remuneration according to the price list
Saturday delivery to the network (JMP)	25%	Remuneration plus remuneration according to the price list - separate position on the invoice, not subject to fuel and toll adjustment, delivery on Saturday no later than 3:00 pm. Deliveries on Saturday made for deliveries on Thursdays at the latest.
Extra charge for shipments over 6 mplt / 4 tonnes when lift delivery is required.	10%	Remuneration plus remuneration according to the price list.
Other services		According to RÖHLIG SUUS individual pricing .

*\* Pallet return, temp + and cash on delivery are services for customers with an active offer (partnership agreement). Not valid for SUUS Website valuations*

## PACKAGES: Dedicated to B2C

TYPE OF SERVICE	RATE	CHARACTERISTICS
Service package for refrigerator/freezer	PLN 45	<p>Extended Package</p> <p>Unpacking of the appliance, installation at the indicated place, levelling, removal of moving parts protection, removal of packaging remnants (on request).</p>
	PLN 90	<p>Premium Package</p> <p>Dismantling of the old appliance (on request), unpacking the appliance, installation at the indicated place, levelling, removal of moving parts protection, installation of shelves and drawers, connection to existing and working electrical system and water system (for appliances with water dispenser), checking the position of door seals, removal of packaging remnants (on request).</p>
	PLN 130	<p>Built-in installation</p> <p>Dismantling of the old appliance (on request), unpacking of the appliance, removal of moving parts protection, installation of the appliance in the prepared place in the furniture, connection to the existing and working electrical system and to the water system (in case of appliances with water dispenser), levelling of the appliance in the furniture, installation of the shelves and drawers, installation of the remaining furniture elements (front, base), checking of the door seals, removal of the packaging remnants (on request).</p>
	PLN 80	<p>Changing the direction of door opening</p> <p>Dismantling of cover, clip cover, cap and cable (for refrigerators with a display), dismantling of refrigerator door, repositioning of hinges and change of opening direction, checking of door seal arrangement, installation of cover, clip cover, cap and cable (for refrigerators with a display)</p>
Service package for washer/dryer	PLN 45	<p>Extended Package</p> <p>Unpacking of the application, removal of transport locks, installation at the indicated place, removal of the packaging remnants (on request).</p>
	PLN 90	<p>Premium Package</p> <p>Dismantling of the old appliance (on request), unpacking the appliance, installation at the indicated place, levelling, removal of moving parts protection, installation of shelves and drawers, connection to existing and working electrical system and water system (for appliances with water dispenser), checking the position of door seals, removal of packaging remnants (on request)</p>
	PLN 130	<p>Built-in installation</p> <p>Dismantling of the old appliance (on request), unpacking of the appliance, removal of transport locks, installation of the appliance in a prepared place in the furniture, connection to the existing and working electrical system and to the water and sewage system, levelling of the appliance in the furniture, installation of the remaining furniture elements (front, base), checking the tightness of the system, removal of packaging remnants (on request)</p>
	PLN 130	<p>Washer and dryer set mounted on a column connector</p> <p>Dismantling of the old appliance (on request), unpacking of the appliances, removal of transport locks, installation at the indicated place, assembly of the connector (purchase required), levelling (assembly of anti-vibration pads on request), connection to the existing and functioning electrical, drainage and water supply systems, checking the stability of the new appliances, checking the tightness of the system, removal of packaging remnants (on request).</p>
Service package for dishwasher	PLN 45	<p>Extended Package</p> <p>Unpacking of the appliance, installation at the indicated place, levelling, removal of moving parts protection, removal of packaging remnants (on request).</p>
	PLN 90	<p>Premium Package</p> <p>Dismantling of the old appliance (on request), unpacking the appliance, installation at the indicated place, levelling, removal of moving parts protection, connection to existing and working electrical, plumbing and water systems, checking the position of door seals, removal of packaging remnants (on request).</p>
	PLN 130	<p>Built-in installation</p> <p>Dismantling of the old appliance (on request), unpacking of the appliance, removal of moving parts protection, installation of the appliance in a prepared place in the furniture, connection to the existing and working electrical system and to the water and sewage system, levelling of the appliance in the furniture, installation of the remaining furniture elements (front, base), checking the tightness of the system, removal of packaging remnants (on request).</p>

TYPE OF SERVICE	RATE	CHARACTERISTICS
Service package for cookers	PLN 90	Premium Package Dismantling of the old appliance (on request), unpacking of the appliance, installation at the indicated place, levelling, removal of moving parts protection, exchange and adjustment of nozzles (on request), Connection of existing and working electrical and gas system (in case of gas cookers), checking the system for leaks (in case of gas cookers), confirmation of the installation with an entry in the guarantee card, removal of the packaging remnants (on request).
Service package for Hobs Dedicated service for induction, gas and combination appliances	PLN 45	Extended Package Unpacking of the appliance, Installation at the indicated place, removal of moving parts protection, removal of packaging remnants (on request).
	PLN 90	Premium Package Dismantling of the old appliance (on request), unpacking of the appliance, installation at the indicated place, levelling of the appliance, removal of the moving parts protection, installation of the appliance in a prepared place in the furniture, connection of the existing and working electrical system and water system (in the case of steam appliances connected to water), commissioning and checking the operation of the surge protection, confirmation of the installation with an entry in the guarantee card, removal of the packaging remnants (on request).
Service package for Hobs Dedicated service for induction, gas and combination appliances	PLN 105	Premium Package Dismantling of the old appliance (on request), unpacking of the appliance, installation of the appliance in the prepared hole of the countertop, replacement and adjustment of the nozzles (in the case of gas hobs), connection of the existing and working electrical and gas system (in the case of gas hobs), checking the tightness of the system (in the case of gas hobs) and operation of the surge protector, confirmation of the installation with an entry in the guarantee card, removal of packaging remnants (on request)
Hob and oven set	PLN 120	Premium Package Dismantling of the old appliance (on request), unpacking the appliance, levelling the appliance, removal of moving parts protection, assembly of the appliance in the prepared place in the furniture and in the prepared hole of the countertop, connecting the appliance to the existing and working electrical and gas system (in case of gas hobs), checking the tightness of the system (in case of gas hobs) and operation of the surge protection, confirmation of the assembly with an entry in the guarantee card, removal of packaging remnants (on request).
Set cooker, oven, hob	PLN 150	Premium Package Dismantling of the old appliance (on request), unpacking the appliance, levelling the appliance, removal of moving parts protection, assembly of the appliance in the prepared place in the furniture and in the prepared hole of the countertop, connecting the appliance to the existing and working electrical and gas system (in case of gas hobs), checking the tightness of the system (in case of gas hobs) and operation of the surge protection, confirmation of the assembly with an entry in the guarantee card, removal of packaging remnants (on request).
Service package for TV sets	PLN 70	Extended Package Unpacking of the appliance, Installation of the TV stand, setting up in the indicated place, connection to the existing and working electrical and aerial system, configuration of basic settings, programming of available digital terrestrial TV channels, removal of packaging remnants (on request).
	PLN 130	Premium Package Unpacking of the appliance, advice on the choice of place of installation, drilling of holes and setting of wall plugs, installation of wall bracket, installation of the appliance and stability control, connection to the existing and working electrical and aerial system, programming of the available digital terrestrial TV channels, removal of the packaging remnants (on request).
Service package for a soundbar and a home cinema	PLN 70	Extended Package Unpacking of the appliance, connection to an existing and operational network, connection of the appliance to the TV via cables or Bluetooth (depending on your preference and the type of appliance), setting up in the indicated place, commissioning and performing the first configuration of the appliance, removal of the packaging remnants (on request)
	PLN 99	Premium Package Unpacking of the appliance, advice on the choice of place of installation, drilling of holes and setting of wall plugs, installation of wall bracket, connection to the existing and working electrical and aerial system, connection of the appliance to the TV by wires or Bluetooth (depending on your preference and the type of appliance), installation and commissioning of the appliance, commissioning and carrying out the first configuration of the appliance, removal of the packaging remnants (on request)

TYPE OF SERVICE	RATE	CHARACTERISTICST
Service package for a coffee machine	PLN 70	Basic Package
		Unpacking of the appliance, Installation of the device at the target location, removal of the packaging remnants (on request).
	PLN 99	Extended Package
		Unpacking of the appliance, installation of the appliance at the target location/furniture, levelling, connection to an efficient and existing electrical and water system (optional), Installation of the filter (on request), Initial start-up, removal of the packaging remnants (on request).
Service package for hoods	PLN 45	Basic Package
		Unpacking of the appliance, installation of the device at the indicated place, removal of the packaging remnants (on request).
	PLN 109	Extended Package
		Unpacking of the appliance, Installation of the equipment in the target location/furniture, levelling, connection to an operational and existing 230V electrical system, initial start-up, removal of the packaging remnants (on request).
Service package for a microwave	PLN 45	Basic Package
		Unpacking of the appliance, installation of the device at the indicated place, removal of the packaging remnants (on request)
	PLN 70	Extended Package
		Unpacking of the equipment at the target location/furniture, levelling, connection to an efficient 230 V electrical system, Initial start-up, removal of the packaging remnants (on request).
Service package for furniture	PLN 50	Furniture assembly in no more than 30 minutes
	PLN 100	Furniture assembly in no more than 60 minutes
	PLN 150	Furniture assembly in no more than 90 minutes
	PLN 200	Furniture assembly in no more than 120 minutes
Installation service package for sporting goods	PLN 100	Garden swimming pool, inversion bench, elliptical trainer, stationary bike, electric bike, traditional bike, stepper.
		Unpack the product, assemble in accordance with the manufacturer's instructions, set up at the place of intended use, levelling.
	PLN 130	Indoor rower, treadmill.
		Unpack the product, assemble in accordance with the manufacturer's instructions, set up at the place of intended use, levelling.
	PLN 200	Trampoline
		Unpack the product, assemble in accordance with the manufacturer's instructions, set up at the place of intended use, levelling.

\*It is necessary to purchase the carrying-in service in order to carry out the installation and assembly services.