



NOREX GUIDELINE FOR LOADING TRUCKS:

Dear Customer;

Hoping to give you a better service we have made a summary of a few points to be remembered when loading trucks in our warehouses. Kindly note the following.

1. All orders must be collected latest one week after order date.
2. All trucks must be announced at least two days before collection date. We cannot guarantee loading of unannounced trucks. Please announce your trucks to Ms. Christine Svensson at christine.svensson@norex.se or by fax. Kindly mention our order number and date of arrival
3. Please make sure that all prepayments (if any) are ready when you announce your trucks. Kindly fax or email the prepayment receipt to allow us to track the funds.
4. Please make sure your truck is at our warehouse latest 15:00. We cannot guarantee loading of trucks arriving later than 15:00. They may be loaded the following day.
5. Please note that coils should be loaded in trucks specially equipped with coil mogul. This is a strict requirement for our stock in Antwerp.
6. Trucks with coil mogul are preferred in all other locations. Regular trucks are also acceptable, provided that the driver has coil cradles and all other requirements to secure the load.
7. In absence of coil trailers, we offer the possibility of securing the coils with our own cradles. They cost EUR 15 each. Your confirmation will be required before loading your truck with our own coil cradles.