

MONDAY, DECEMBER 22, 2025

CUSTOMER INSTRUCTIONS



4Fill
NIJMEGEN

DUIDELIJKE PROCESSEN

B At 4Fill, we strive to meet our customers' expectations by processing incoming shipments, outgoing orders, and returns in a timely and efficient manner. To make this possible, we have established a few terms and conditions . These conditions enable us to work quickly, accurately, and efficiently.

We emphasize the importance of providing information correctly and clearly, whether it concerns new stock, outgoing orders, or returns. When shipments and returns meet these conditions, we process them within the specified service-level times (best-effort). Shipments and returns that do not meet our conditions may unfortunately be delayed and incur an additional charge.

This is because extra time is needed to gather the necessary information, and we prioritize shipments that have been submitted correctly.

We appreciate your understanding and are always open to feedback and suggestions to further improve our services.

Sincerely,

Remco de
Jong, Director
4Fill, Nijmegen

SUBMIT NEW PRODUCTS

To submit new products, they must meet the following conditions:

■ First, they must be fully created in your online store or in Picqer:

Required information:

- Name
- Product code (SKU)
- Barcode (EAN)

Required for shipments outside the EU:

- Price
- Provide the HS code to 4Fill for manual processing)
- Country of origin (provide to 4Fill, for manual processing)

Optional:

- Image(s)

If it is not possible to display the products in your

To add products to your online store, the new products must be fully created in Picqer using the information above. It is essential that the SKU in your online store and the one in Picqer match at all times.



SUMMARY

- Entry in the webshop or Picqer with name, SKU, and EAN barcode is required.
- For shipments outside the EU zone, price, HS code, and country of origin are mandatory in Picqer.
- The SKU in the webshop and Picqer must always match.

SUBMITTING INCOMING SHIPMENTS

The following conditions apply to the processing of incoming shipments:

- Every delivery, package, or shipment must include a PO number or order number from the supplier, as listed in Picqer. Ensure that the PO number or order number is clearly visible on the side/top of all pallets or individual packages (not under the packaging material or only inside the box).
- A purchase order must be created in Picqer at least 24 hours prior to the shipment's arrival so that a Picqer PO number is available.
- All received items must be available in Picqer and have a barcode on the outside of the product packaging that matches the barcode in Picqer.
- For incoming shipments containing more than 300 items, the date and time of arrival must be confirmed at least 3 days in advance. Only trucks with a tailgate can be unloaded.

4Fill strives to process and prepare for shipment on the same day any incoming shipments that meet the above conditions and are received before 2:00 PM. Receipts can only take place between 9:00 AM and 5:30 PM.

In all other cases, we do our very best to process incoming shipments as quickly as possible. Please note, however, that this may depend on factors such as sorting and staff scheduling, and may take several days.

SUMMARY

- Incoming shipments received before 2:00 PM are ready for shipment the same day.
- Each pallet/package must be labeled with a recognizable PO/order number.
- Create purchase orders at least 24 hours in advance.
- The barcode on the packaging must match the barcode in Picqer.
- For more than 300 items, confirm the date 3 days in advance.
- We unload trucks only if they have a tailgate.

DELIVERING ORDERS

The following conditions apply for the prompt processing of orders to be shipped:

- Name and address information may contain a maximum of 35 characters.
- The online store must provide the address information correctly and in full.
- Shipments outside the EU must include correct customs information (HS code/country of origin)
- Large shipping volumes, such as those resulting from promotions, which may cause a 100% increase, must be reported in advance.
- Orders that require a manual change/update (for example (such as address changes, order modifications, adding or removing items, or changes to the shipping method) may be subject to delays; 4Fill does not guarantee that these orders will be shipped the same day.

4Fill strives to process all sales orders that meet the above conditions and are received before 9:00 PM (DPD) and 11:00 PM (PostNL) on the same business day and hand them over to the carrier. We consistently achieve a shipping performance rate of 98%.

In all other cases, we will do our utmost to process outgoing shipments as quickly as possible, but please note that this may depend on factors such as order picking and staff scheduling.

SUMMARY

- Online stores must provide shipping information that is correct and complete.
- Shipments outside the EU require additional information
- Submit promotions in advance to 4Fill
- Manual order changes may cause delays; no guarantee of same-day shipping.
- 4Fill ships 98% of all orders received on time the same day.

RETURNS

The following conditions apply for efficient processing of returns:

- The following address information must be used on the shipping

label: [Your webshop/company name here]

c/o 4Fill - Returns Department

Kerkenbos 1063M

6546BB Nijmegen

Netherlands

- A return form must be included in the shipment, stating the webshop order number, the customer's name, and the reason for the return.

Returns that meet the above conditions and are in good condition will be restocked within 3 business days. In all other cases, we will do our best to process returns as quickly as possible, but please note that this may vary due to sorting and communication with the online store. For more return options, visit: <https://4fill.nl/retourprocessen/>

SUMMARY

- The shipping label address is complete.
- Return form included in the box, fully completed.
- Product received in saleable condition.
- Return is back in stock within three business days.



CONSEQUENCES OF INCORRECTLY SUBMITTED OR MISSING INFORMATION

4Fill's Responsibilities:

In the event of an incorrect stock entry, a lost product, or a product that must be reshipped due to an error on 4Fill's part, 4Fill will cover the time and effort involved, including any additional costs for a new shipping label. Please refer to the Terms and Conditions for a full description of 4Fill's responsibilities.

Registering new products:

Things can always go wrong during the initial submission of information. We are happy to resolve this quickly for our customers. Customers can make a number of changes themselves via the Picqer fulfillment portal.

We enter information such as dimensions and weight for you as standard, at no extra cost.

In the portal, you can edit the product name, barcode, price, and cost price (VVP) yourself. For shipments outside the EU, additional information is required, such as an HS code and the country of origin. We will enter this information for you in Picqer.

Submitting incoming shipments:

To ensure your purchase orders are processed quickly, it is essential that incoming shipments are properly declared and labeled. If this is not the case, we will have to spend time sorting through the shipments, which means we will spend more time on your incoming shipment and it will take longer to process.

Avoid extra costs for processing your incoming shipments by instructing your suppliers that it is essential to follow the requirements precisely.

Purchases that do not meet the requirements—for example, due to the absence of a PO number on the outside or a shipment that does not match the pre-notification (purchase order in Picqer)—must be sorted out and verified.

Please ensure that the documents your supplier prepares for export and shipment always include your company name and VAT number.

If this information is missing, 4Fill will automatically be designated as the importer and charged for customs clearance fees and VAT payments. In that case, we will pass these costs on to you, including a €25 advance and administration fee.

Submitting orders:

The specified requirements for importing your sales orders are in place to prevent errors and facilitate fast, automated processing.

It is possible that information is missing from your order, for example due to a customs process for a shipment outside the EU, an incorrect or too-long address, or if you wish to modify an order that has already been imported. We can handle this for you.

Submitting returns:

It is very important to provide your customers with clear instructions on how to return items. We can process a return package that contains the required information quickly and in a timely manner.

Avoid extra costs by giving your customers clear instructions about the return process.

If information is missing and we need to determine which order is involved, or if there are other ambiguities, we will investigate this for you.

Additional work:

If information is provided incompletely or incorrectly, or if additional work is required due to the nature of the product or process—such as functional testing of an RMA, repackaging, or other supplementary tasks—this work will be billed as additional work. This additional work will be

itemized on the monthly invoice and calculated based on our standard hourly rate (€49.50 in 2026). Please also refer to Articles 4, 6, and 15 of our Terms and Conditions.

Did you become a customer before July 2024?

Amendment to Article 15 – Exceptions and Additional Work

The former Article 15 of our General Terms and Conditions addresses the costs for work, services, and reports not explicitly mentioned, as well as unforeseen or unexpected additional work and structural additional work. This article requires that additional work be performed only with the prior written consent of the other party. In practice, however, this condition leads to undesirable delays and means that more time is needed to perform the work due to the necessity of prior written communication. This process is inefficient, and for that reason, 4Fill has not always consistently charged these additional costs.

To address these issues and optimize the speed of our service, we propose an amendment to Article 15. We request that our customers strictly adhere to the established requirements for incoming and outgoing shipments and orders. If, despite these measures, additional work proves necessary, we ask customers to accept these extra costs in advance. These costs will be clearly itemized on the monthly invoice and charged at our standard hourly rate.

We ask that you agree to these revised terms, whereby the new procedure will replace the previous one in Article 15. This change will enable more efficient execution of work and ensure that delays in mail processing are kept to an absolute minimum.