



B2C SHIPPING SOLUTIONS

DIRECT TO CONSUMER FULFILMENT

Gardners EU Home Delivery (CDF) service provides an efficient way to fulfil orders directly to your customers home address. It equips you with a well-organised, cost effective way to boost your online business, expand into new territories and ultimately meet your customers delivery expectations. It allows us to act as your store room, giving your customers access to our extensive in-stock range of over 450,000 titles.

Our service also gives you access to our extensive on-hand inventory with orders picked, packed and despatched within 24 hours of receipt.

Gardners EU home delivery services are available to all of our customers, via www.gardnerseu.com and via FTP.

KEY SERVICE FEATURES INCLUDE:

- Extensive range of book, film, music and gift products to suit your requirements.
- Despatch within 24 hours.
- Standard and express shipping services, all tracked.
- Custom despatch notes referencing your business, containing your logos and details.
- No outlay of major investment for you to offer this service to your customers.
- Consumer email updates available on tracked services.

UPDATED FEBRUARY 2025

FULFILMENT CHARGES INCLUDE

Extensive product range

A stock catalogue of over 2 million English language titles; plus over 300,000 entertainment lines and 4.5 million eBooks.

Fast despatch

Parcels are despatched within 24 hours of receipt – subject to weekend collections and public holidays. Flexible despatch options are available.

One single service fee

A service fee of 0,80 € per one item parcel applies, plus 0,08 € per item for subsequent items. This single fee includes packing, a customised delivery note and address label.

Bespoke Packaging

All stationery is printed as though issued by your business, not using 'Gardners EU' branding on stationery or packaging providing a fully profiled service.

Full order or customer order handling service

Including an optional alternative delivery address, providing customers with the option of collecting their goods from your shop, or having them sent directly to an address of their choice

Full reporting

- Order received.
- Unavailable titles - please note unavailable titles will be chased as part of our service.
- Status including back order details.
- Despatch report automatically transmitted daily to advise of all parcels despatched.

OPTIONAL EXTRAS

Gift Wrapping

- Ideal for presents
- 2,10 € per parcel

Insert - 0,12 € per insert

Returns

Returns fees are as follows:

- Returns handling 0,70 € per item
- Returned to Sender fee 3,50 €

Proof of delivery

An administration charge for POD will be applied to your account should this be requested via Gardners EU Sales Office.

Please note: Gardners EU will assist with any claim for non-delivery or damage, but does not provide any insurance or liability beyond that which is available from the shipper involved.



PLEASE NOTE

- Orders are usually despatched within 24 hours of order receipt.
- Home Delivery orders can only be placed via FTP, bespoke EDI or via our website - www.gardnerseu.com.
- Prices are applied at the time of invoicing in respect of both item prices and fulfilment charges. In some instances, these may be different from prices quoted at the point of ordering.
- A despatch report will be automatically transmitted daily to advise of all parcels despatched.
- An invoice for Fulfilment items will be created and posted daily, dependent upon the volume of orders. This will contain goods purchased and the postage and packing costs.
- Please note that market restrictions, including copyright issues may apply to specific titles in certain markets and territories.
- You should be aware that there may be an administration charge by the courier for obtaining proof of delivery for a signature service or tracked items.
- Charges may be incurred when items are 'Returned not Delivered'. Please note that postal services in particular do not provide for 'Non-Delivered' claims. Where delivery insurance or claims are available, Gardners EU will endeavour to make the claim on behalf of the retailer if notified within 7 working days of despatch.
- Addresses must contain only characters from the latin alphabet. Anything outside of this, or special characters may cause delays in the shipment reaching it's desired recipient.



HOW CAN I GET STARTED?

Most importantly you need to have an account open with us. We will then work closely with you to establish your requirements further, as detailed below. Once the commercials are agreed we will start the process of setting up electronic ordering.

We will then provide your IT team with our EDI services specification, or we are happy to work with defined EDI specification or bespoke formats you already have in place, or would like us to provide.



ARE PRODUCT FEEDS AVAILABLE FOR MY WEBSITE?

To meet your individual business requirements, we can provide you with a selection of daily Price and Availability feeds (P&A), each containing basic information on the products, their availability and the price you will pay for them:

- Books
- eBooks
- Music
- Film
- Merchandise & Gift



HOW DO I PLACE AN ORDER?

- Place your order electronically via EDI or via the Gardners EU website
- Enter your consumers details on www.gardnerseu.com
- Orders may be placed 24/7



WHAT SHIPPING OPTIONS ARE AVAILABLE

We offer both tracked and untracked shipping options. Tracked options can be DDP in some countries. All pricing can be found on our website.



HOW QUICKLY WILL YOU PROCESS THE ORDER?

Orders are normally picked, packed and despatched within 24 hours of the order being received. Orders placed on Saturday and Sunday will be despatched on Monday. Public Holidays may also incur slight delays.



WHO KEEPS THE CUSTOMER INFORMED?

We will provide you with full visibility on orders through our order acknowledgement and despatch/shipping details, to enable you to keep your customer informed throughout.



ARE THERE BESPOKE PACKAGING OPTIONS?

We use plain packaging for Home Delivery orders and can create an accompanying despatch note featuring your logo. We can offer gift wrapping if required, for an additional fee. (2,10 € per parcel)



CAN YOU MANAGE RETURNS FOR ME?

Absolutely! We can provide you with a dedicated address to use for returns should you wish, or alternatively you can use your existing returns process.



WHEN DO YOU INVOICE ME?

At the end of every day we will raise an invoice. This will contain the products purchased and the service & carriage costs incurred. EDI invoicing is also available.

EXAMPLE ORDER

1



You collect and use the relevant product feeds for your website, or log on to www.gardnerseu.com.

2



Your customer places an order on your website or in your shop.

3



You send us the order, either electronically using an agreed format, or via www.gardnerseu.com.

4



We will electronically acknowledge the order directly to you.

5



The team at Gardners EU will carefully pick, pack and despatch the order.

6



At this time you will receive an electronic despatch file, containing shipping details.

7



This communication enables you to keep your customer informed throughout.

8



An invoice will be raised daily; covering products and carriage/service fees.

INTERESTED?

YOUR NEXT STEPS

We recommend that you speak with your account manager and account handler in the first instance, they will be able to get the ball rolling for you! Alternatively you can speak with the Sales Office.

sales@gardnerseu.com