

Policy
Annex Equipment Delivery

This service is intended for customers who will be sending equipment to NForce Entertainment B.V. (further referred to as NE) for colocation purposes.

1. Procedure
 - 1.1. NE facility personnel will receive shipments on behalf of Customer, provided that Customer pre-scheduled the delivery.
 - 1.2. Each Customer must observe the shipping and receiving policies adapted from time to time by NE with respect to shipment of Equipment to and from the Data Center, available for review on this page.
 - 1.3. Customer must notify NE of any intended shipment to the Data Center, at least 2 business days before the intended delivery date of the Equipment. Customer will give such notification by means of the following form (Article 2) and sending it to support@nforce.com.
 - 1.4. For proper identification upon arrival at NForce facilities, customer must do its utmost best to add any kind of useful reference to the shipment, such as a ticket id (which one receives after submitting the form).
 - 1.5. All shipments are required to have your (company) name as delivery (recipient), in combination with our office visiting address listed at our contact page (<http://www.nforce.com/contact>). Make sure you will, in no way, use the name NForce Entertainment B.V. in your delivery as recipient / receiving party. You are the sender and the recipient / receiving party – our address is merely a drop-shipment address. This in order to prevent incorrect invoice/payment claims from shipping companies for duty or import tax.
2. Form

Please sent the following filled in form (as complete as possible) to support@nforce.com.

 - 2.1. Client (Enter the name of the person requesting (registering) this shipment.)
 - 2.2. Source company (Enter the name of the company requesting (registering) this shipment.)
 - 2.3. Expected Delivery date (Enter the date when the shipment will reach the data center.)
 - 2.4. Item names and short description (Enter the brand and model of the item.)
 - 2.5. Item count (Enter the number of items registered to be delivered.)
 - 2.6. Shipping agency (Enter the name of the shipping agency used for the delivery.)
 - 2.7. Track and Trace # (Enter the reference from the shipping agency in order to track the shipment.)
 - 2.8. Weight (kg) (Enter (in kg), the weight of the shipped item.)
 - 2.9. Size (WxHxL) (cm) (Enter (in cm), the size of the shipped item.)
3. Costs
 - 3.1. In relation to administrative activities performed by or on behalf of NE in connection with such shipment, NE shall be entitled to payment by Customer of a shipment / administration charge as listed below.
 - 3.1.1. Small deliveries 0 - 10 KG will be subject to a one time € 15,00 charge (excluding VAT).
 - 3.1.2. Medium deliveries 10 - 250 KG will be subject to a one time € 50,00 charge (excluding VAT).
 - 3.1.3. Large deliveries 250+ KG will require a custom quote, please contact our sales department.
 - 3.2 Costs mentioned are per delivery and per shipment source address.
 - 3.3 In case the announced shipment comes as a multi-delivery (partial delivery) from the same shipment source, each additional delivery will be subject to a € 15,00 charge (excluding VAT).
 - 3.4 In the event that Customer has **NOT** timely notified NE of the intended shipment an additional € 250,00 charge (excluding VAT) will be charged.
 - 3.5 Customer shall prepay all shipments, freight, packages, etc. NE will not accept shipments that require any payment, whatsoever. Customer is responsible for all shipping and/or freight claims.
 - 3.6 All costs related to Customer's shipments of Equipment to or from a Data Center shall be at Customer's cost and expense.
 - 3.7 NE not responsible for shipments to or from the Data Center. All shipments made or sent by Customer shall be at Customer's own risk.

4. Shipment from outside European Union
 - 4.1. Should the Customer send from outside of the EU and customs declaration should be needed, the responsibility of such a declaration lies with the Customer.
 - 4.2. Customs declaration should made up of 3 invoices for the value of the goods in the shipment. Points to note when making such a declaration: The company names on the invoice are the Customer's, no mention of NE, as NE is at no point in time the owner of the shipment or goods.
 - 4.3. Effectively make our address only a drop shipment address under the Customer's name.
 - 4.4. Make clear that customs officers must contact the Customer, and know how to do so, to pay for the customs when the package arrives in holding.

5. Arrival procedure
 - 5.1. Upon receipt of Customer's equipment, NE will provide the following:
 - 5.1.1. Verify that the shipment is for the correct colocation facility.
 - 5.1.2. Conduct a thorough visual inspection of the external packaging for possible damage.
 - 5.1.3. Inventory all boxes and verify that the carton count matches shipping receipt.
 - 5.1.4. Place the equipment in Customer's Space or store the equipment in a secured area until Customer's Space is ready or available.
 - 5.1.5. Notify Customer of receipt of all shipments, damages, or shortages, if any.
 - 5.2. All shipments sent to NE must include the following packing and shipping information:
 - 5.2.1. Customer account number
 - 5.2.2. Customer ticket number (assigned by NE upon sending us the Shipment notification form) on the shipping label
 - 5.2.3. NE shipping address
 - 5.2.4. Customer server ID, cabinet or cage number if applicable
 - 5.2.5. Optional: Special instructions for handling the shipment

If the above is not adhered to by the Customer, NE will reserve the right to deny acceptance of shipment.