

Customer information

Prepayment and shipment „collection by customer“

Prepayment

If prepayment (partial or complete) was agreed as payment term, please transfer the invoice amount to the following bank account:

Bank: HypoVereinsbank Hamburg
IBAN: DE59200300000016421354
BIC: HYVEDEMM300

Please make sure that we receive payment three working days prior to collection/ shipment on our bank account. Please note that European transfers may take several bank working days. The delivery is blocked in our system until we have received the agreed payment – a payment notification is not sufficient for the preparation of shipment.

In case we don't receive your payment in time, the shipment / provision date will be rescheduled (may not be the next working day!).

Shipment „collection by customer“

Please find an overview about the dimensions of your goods [online](#).

CS-Wismar (“Sonnenstromfabrik”) will not cover any costs of transport (downtimes, empty runs, customs duties, etc.) and does not provide any (filling) materials for load securing or similar. Unless otherwise agreed then shipment of goods is ex-work (Incoterm 2020 EXW).

Inside Germany:

Please hand in the name of your carrier, the license plate of the truck which will load the goods and the estimated arrival time so we can schedule your collection.

If the necessary information is not given in time, the truck will be scheduled for the next possible loading time, probably on next day.

Inside EU (w/o Germany):

Process according to national.

Please hand in the proof of delivery after receiving the goods. Without this we cannot send you the flash list.

Outside EU:

Process according to national. Please note the export regulations.

Please hand in the information of customs examination and as soon as possible the export accompanying document (“Ausfuhrbegleitdokument”, herein after ABD). W/o the ABD we cannot load the truck.

Please return the ABD w/ export notice “Ausgangsvermerk”. W/o the proof of export we cannot send you the flash list.

If you have any further questions, please consult your sales representative from Sonnenstromfabrik. Our terms apply.