



Bol.com delivery conditions



bol.com 

1. Article labeling and packaging

- Each item must have an item barcode. This can be a GTIN-8, GTIN-12, GTIN-13 or ISBN. It must also comply with GSI standards and be registered with GSI.
- The barcode must be scannable without opening the package.
- With plastic film packaging, place the barcode on the plastic on the outside.
- Make sure the barcode is clearly visible and flatly applied.
- Make sure the barcode is secure.
- Items with a "this side up" sticker may not have a barcode on the bottom.

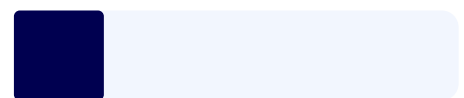
Article packaging

Each item must be packed separately. The packaging must be able to withstand dust and humidity. Below are the general packaging requirements:

- Nothing should stick out of the packaging.
- There should be no price on the item, tag, or package.
- If there are loose items in an outer carton, the item barcode may not be visible on the outer carton.

Sometimes there are additional requirements for specific item groups, it is helpful to review these specific requirements. In the case of:

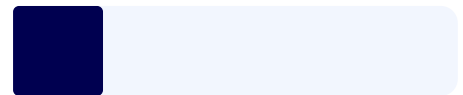
- Clothing, shoes, and accessories
- Sharp, pointed items or items with any other kind of safety hazard
- Limited-time items
- Sell as sets, multi-packs, and bundles
- Hygiene articles



2. Register shipment

Shipment notification requirements

- Make sure the digital notification of delivery complies with the agreement between you and bol.com.
- Ensure that a shipment is delivered by the specified delivery date.
- Notification of the shipment must be made no later than 11:59 p. m. before the day of delivery.
- Make sure the quantities and item codes match what is specified in the application.



3. Package shipment

Delivery of individual packages

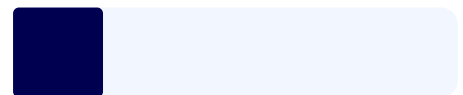
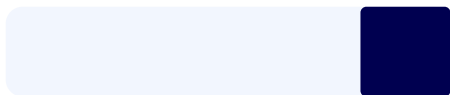
Do you ship more than 10 individual packages? Then the shipment must be on a pallet. If this is below 10, they can be loaded loose.

- Maximum weight is 15 kg per package.
- Maximum size per package is: 800 x 800 x 800 mm.
- Make sure one package contains only items that serve the same purpose.
So you cannot combine multiple shipments into one package!

Delivery of pallets

bol. com accepts two types of pallets. These are the following pallets:

- EPAL pallets, size 800 x 1200 mm. Upon delivery to bol. com, these pallets will be exchanged for undamaged, empty EPAL pallets. If these pallets are rejected, the EPAL pallets are the property of bol. com.
- CHEP pallets, size 800 x 1200 mm. These pallets are left at the bol. com fulfillment center.



Packaging of pallets

When packing pallets, bol. com also has strict requirements. So be sure to review these requirements carefully to avoid refusal or other problems!

- One pallet is only allowed to contain items that are part of the same application. Therefore, it is not allowed to combine multiple shipments on one pallet.
- The pallet should not be higher than 1.80 m (including the pallet).
- A double-stacked pallet is allowed, but this combination cannot exceed 2.50 m in height. And a single pallet cannot be higher than 1.80 m. Unless the packaging is different (see heading What if my packaging is different).
- A mono pallet is allowed to weigh up to 680 kg and a mixed pallet up to 1000 kg.
- You are not allowed to deliver items in a pallet box.
- The pallet must be sealed with transparent plastic film.
- The pallet should be completely covered with plastic film, that is, from bottom to top. It must also be sealed tightly to the pallet.
- The load must be stacked straight and must not protrude beyond the pallet.

Different packaging

- If an item does not fit on a 800x 1200 mm pallet, this size may be waived.
- The pallet must be undamaged and of good quality.
- The allowed size of a deviated pallet is 1200 x 1600 mm. The width should be at least 750 mm.
- For televisions, the maximum size of a deviating pallet is 1200 x 1600 mm. Televisions larger than 55 inches may be stacked up to a maximum of 2.10 m (including pallet). It can only be delivered on a mono pallet.
- The pallet cannot be exchanged and becomes the property of bol. com.



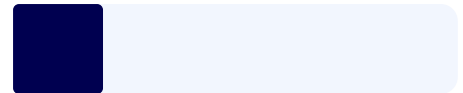
Shipping label on the shipment

Make sure there is a visible shipping label on each package. The shipping label must be from bol. com with the required information. Please note that this label is not postage for the shipment!

Fulfillment center

Each pallet must have two visible shipping labels on the outside of the plastic film.

- The first label is at the top right on the long side of the pallet.
- The second label is at the top right on the short side of the pallet.
- Should you have a double-stacked pallet, make sure there are two shipping labels on each pallet.
- Make sure the shipping label is not covered with other labels or other things.



4. Help with delivery failures

When sending shipments to bol.com, it's helpful to know exactly what the delivery requirements are. Following them is necessary or your shipment may be refused! And that's a waste of time and expense. Here's how to submit shipments to avoid problems.

What can Bol.com do if a shipment does not meet the delivery requirements?

- Refuse delivery
- Return deliveries to partner (at partner's expense)
- If additional costs are incurred in processing the delivery, the partner must also pay the costs.

What should I do if a shipment is refused?

If your Bol.com shipment gets refused, it is important to first determine the cause. Check whether the issue was related to for example wrong labeling, wrong sealing/packaging, or simply a wrong registration.

Next, you should schedule a new delivery appointment directly via the booking platform Bol.com. We will not do this for you, so as to avoid confusion for you and for our partner carrier.

At last, communicate the details of your newly made delivery appointment to Quicargo. We will then arrange your new shipment with the carrier.