



DB SCHENKERsystem home

Home delivery services

Instructions to consignees in Finland

- DB SCHENKER**system home** operates mainly from 8 a.m. to 4 p.m. on working days. We deliver the shipment according to the agreed service to the recipient's yard unless a delivery indoors has been ordered as a value added service.
- Our transportation planner will inform you of the exact delivery time by phone or text message. You will also be contacted by the driver approximately half an hour before the delivery is made.
- If a delivery indoors has been ordered, ensure that the route is accessible and that floor surfaces have been protected. This guarantees the smoothest possible delivery.
- Occupational health and safety is important to us. Our employees wear protective footwear, even when working indoors.
- Check the quantity and condition of the products.
- If any products are missing or damaged, ask the driver to make a note on a hand held device and notice form. If you wish, you may have the form. Then contact the seller.
- DB SCHENKER**system home** can also be supplemented with a recycling service where the driver removes and recycles the old appliance. Ensure that the product to be recycled is empty, disconnected and moved ready for pick-up. The driver will only pick up products indicated for recycling in the transportation order.
- For questions related to the ordered products, please contact the seller.
- If you are not available at the agreed delivery time, the shipment will be returned to the terminal, and a surcharge will be collected for re-delivery.

Your feedback is welcome!

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