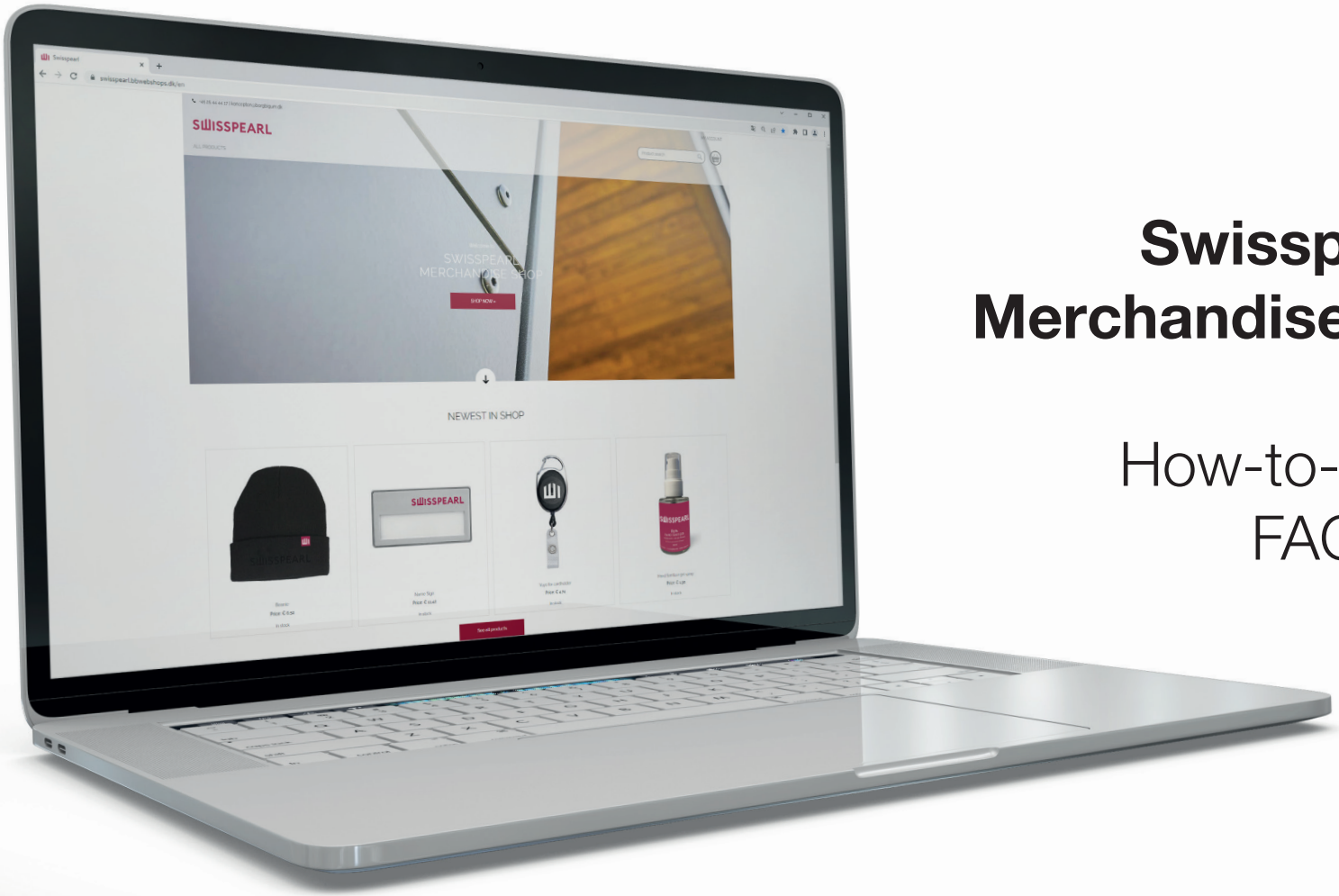
SWISSPEARL



Swisspearl Merchandise Webshop

How-to-Guide
FAQ

INTRODUCTION

In this guide you will find answers on the most common questions as well as a quick guide and a how to order.

The webshop is handled by Borg & Bigum Denmark A/S, located in Albertslund, Copenhagen:

Borg & Bigum Denmark A/S
Rørvang 10
DK-2620 Albertslund

+45 25 44 44 17
koncepten@borgbigum.dk

Visit the webshop here
https://swisspearl.bbwebshops.dk/en/login

FAQ's

User
To place an order in the webshop you need to be registered as user and have allocated a unique username and password.

To get registered please contact Swisspearl Group Marketing at gitte.andersen@cembrit.com.

Products
Products in the webshop are either sold in single pcs or in a colli of a specific number of pcs. When placing the order for a product you will be asked to choose the number of total pcs, of the specific product.

For clothing items you need to choose the different sizes – please see the attached sizeguide for each item to get guidance in choosing the correct size.

Prices & fees
The prices are in Euro ex. VAT and any customs/taxes.

A handling fee of EURO 5 will be added to every order.

However, if the value of the order is more than EURO 100, the handling fee will be EURO 0.

Delivery
The orders will be sent within three working days if nothing else is arranged or demanded.

Please see info on express deliveries on page 3.

Cost of delivery:
The cost of delivery is EURO 20.00 ex.VAT per colli.

Time of delivery
All products are sent from Borg & Bigum Denmark A/S' warehouse in Copenhagen, Denmark.

The indicative transit time for the different countries are

Country	Indicative transit time in working days
Austria	2-3 days
Belgium	2 days
Czech Republic	2-3 days
Denmark	1-2 days
Finland	3-5 days
France	2-3 days
Germany	2 days
Hungary	3 days
Ireland	4 days
Netherlands	2 days
Norway	2-5 days
Poland	2-3 days
Slovenia	4 days
Sweden	2-4 days
Switzerland	3 days
UK	3-5 days

Express delivery
If you have a demand for a faster delivery than displayed in the indicative transit time plus the handling time of the order at the warehouse please contact Borg & Bigum customer support at **koncepten@borgbigum.dk** or by phone **+45 25 44 44 17**.

Please write URGENT in the email, state the location and the needed delivery date, and if it concerns a specific webshop order also the order number. Then customer support at Borg & Bigum will help you and inform on the express delivery cost.

Customer support
If you have questions please contact customer support at Borg & Bigum.

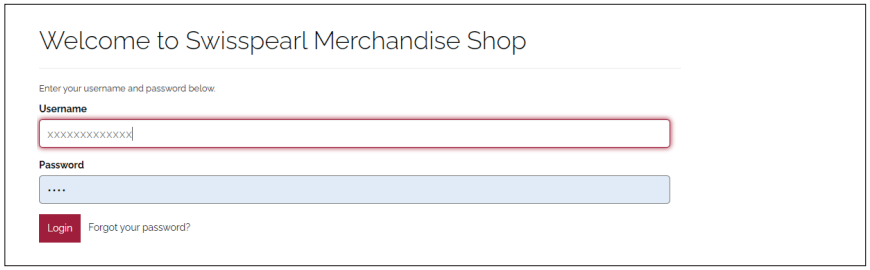
Borg & Bigum A/S
Rørvang 10,
DK-2620 Albertslund

+45 25 44 44 17
koncepten@borgbigum.dk

How to order

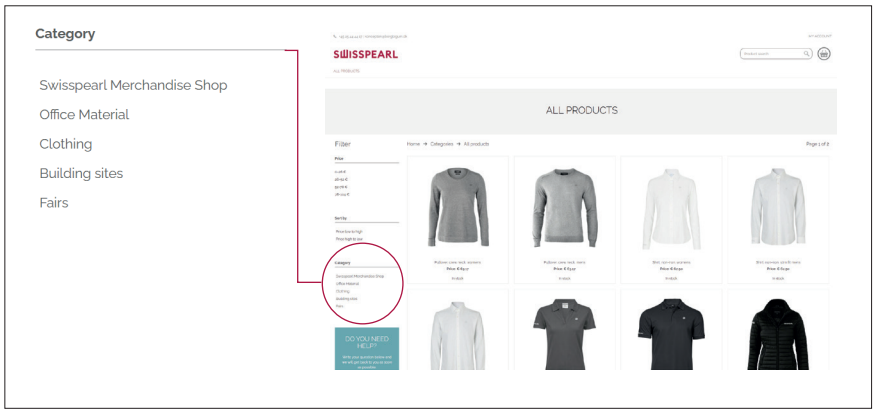
1. Log in

In order to log in you must be registered as user. If you don't have a username and password yet, please contact Swisspearl Group marketing at gitte.andersen@cembrit.com.



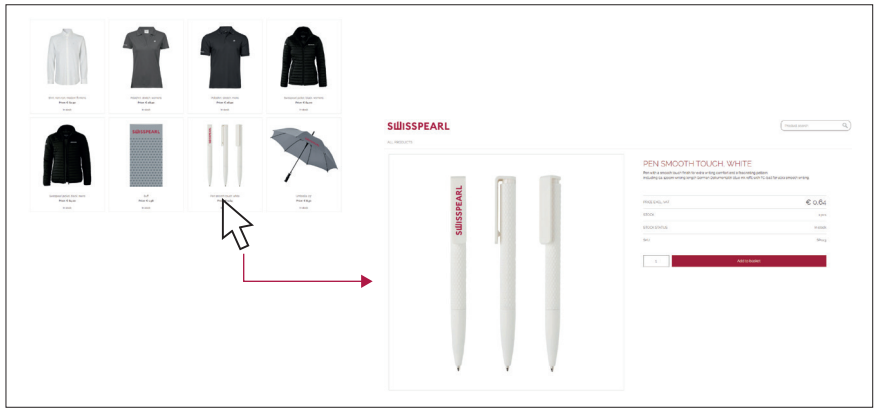
2. Select category:

The items in the Merchandise shop are displayed in different categories. Select a category in the left-hand menu and look through the display or press see all products.



3. Select item(s):

Click on the picture showing the product of your choice and a larger picture, including a zoom-function and a product description will appear. Specify the number of products you want and the size, if relevant. You can then place the item in your shopping basket by clicking on the 'add to basket' button.



4. Shopping basket:

Your selected items will be collected in the shopping basket. You can always remove items from the basket. If you wish to return to the shop, you can click on one of the categories in the top menu, or the continue shopping buttom.

Or you can finalize you purchase by clicking 'purchase'-button.

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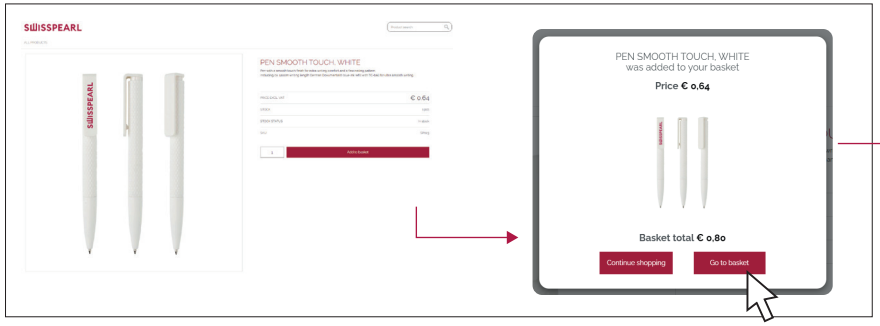


5. Checkout

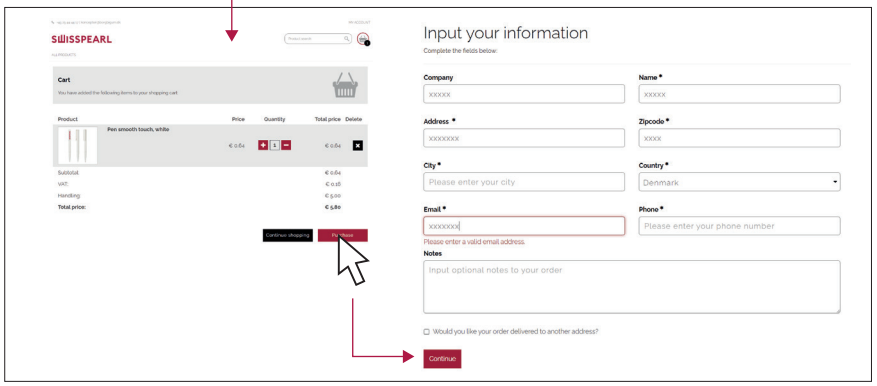
In the checkout phase you have to finish your order with invoice and shipping address.

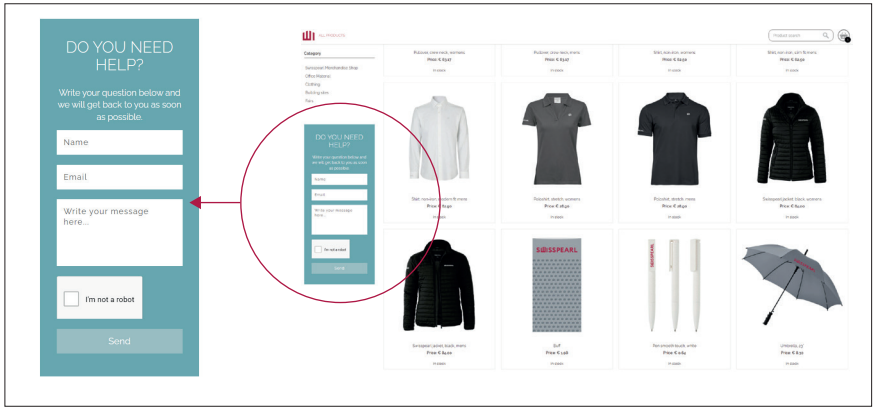
You can choose to have the order delivered at a different address than the invoice address.

Select invoice as payment method.

We recommended that you review your order before you confirm it. Click on 'confirm order', when you are ready to place the order.

You will then receive an order confirmation both on screen and as an email.



6. Questions:

If you have any questions, please send an email to koncepten@borgbigum.dk