

Dear customer,

bellow you can find all necessary informations in order to start buying from us.

### **Registration:**

1. Go on [www.bikeoutlet.cz](http://www.bikeoutlet.cz) ,
2. on main page press "en" for english version of our B2B,
3. fill a registration form,
4. wait till we check your VAT number and confirm your registration (max. 48 hrs),
5. after we confirm your registration you are free to see our stock, prices, bike configurator and you are free to start ordering.

### **Orders:**

**All orders must be done via our B2B. THIS IS STRICT RULE!** If you made an order and forgot something, simply fill another order (optionaly fill in notice column that you want to combine your orders and dont forget to mention numbers of orders).

1. Order something on our B2B,
2. 1st you recieve order confirmation which is automated message (few mistaken it for proforma invoice),
3. 2nd you recieve proforma invoice from our export dept. And you will find payment information there,
4. after we recieve money on our bank acount we will send you your order.
5. In case of some problem, question or demand, please feel free to contact me on [objednavky@bikeoutlet.cz](mailto:objednavky@bikeoutlet.cz). Dont forget to fill in your order number,

### **Delivery fees:**

- Boxes are sent via GLS (pricing is bellow),
- paletes pricing is individual (depends on total weight and dimensions)

**\*all prices are in euro**

<b>Delivery fees in EU</b>	<b>Up to 3 KG</b>	<b>Up to 10 KG</b>	<b>Up to 30 KG</b>	<b>Up to 50 KG</b>
<b>SK</b>	8	9	12	15
<b>PL, AT, HU, DE</b>	10	11	14	17
<b>BE, NL, LU, DK, SW, SI, EST, LV, LT</b>	10	12	17	21
<b>IR, GB, FR, IT, ES, RO, BG</b>	12	14	19	22
<b>GR, PT, TK, FL, NO</b>	21	26	26	31

### **Contact:**

If it is possible try to reach us only on [spyder@spyder.cz](mailto:spyder@spyder.cz) or [objednavky@bikeoutlet.cz](mailto:objednavky@bikeoutlet.cz) or on +420 777 292 140 (urgent cases). **Always fill in number of the order and describe articles by their codes so it is easier to help you.**

We are looking forward to our cooperation.

**Individualbike team**  
[www.bikeoutlet.cz](http://www.bikeoutlet.cz)