

A new Euro-Serre *what's next?*



All the information you need to prepare
for the arrival of your greenhouse.



euro-serre

Delivery



Delivery time indication

When placing your order, you will get an **indication** of the expected delivery time. The actual delivery time may differ due to circumstances.*



Telephone call Euro-Serre

A few days before the delivery, we will **call** to arrange a delivery day. We will try to take your preference into account. Delivery is made during office hours.



Delivery of the greenhouse

We offer **doorstep delivery**. Being home at the day of delivery is recommended. Not possible? Then please let us know in advance where we can put your parcel.

The driver will unload the material **at your doorstep**. This is done manually or with a crane truck.

Please provide a free piece of wall against which the glass panes can be placed. The glass is unloaded individually or on a glass stillage.



Material check

Check the parcel for any visible damage. Together with the driver, check your order and glass receipt against the materials supplied. Note any possible defects on the order form.



Storing / installing the material

No time to build your greenhouse right away? Then make sure that your parcel stays dry. If necessary: open the parcel, remove the film and put the parts in a **safe, sheltered place**. If you leave the material lying around outside, it may get permanently damaged. You may get, among other things, stains on the profiles and condensation on the glass. If you've arranged for our team to install the greenhouse, you obviously won't need a storage space.

* We make every effort to deliver on time. You are not entitled to compensation for any delays.



Check out our YouTube channel for instruction videos!

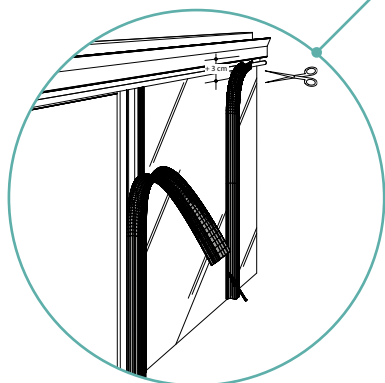
DIY assembly?

Get to work

At Euro-Serre we not only sell top quality greenhouses, we also install them! Do assembly plans make you shudder? Then have your greenhouse installed by one of our professionals.

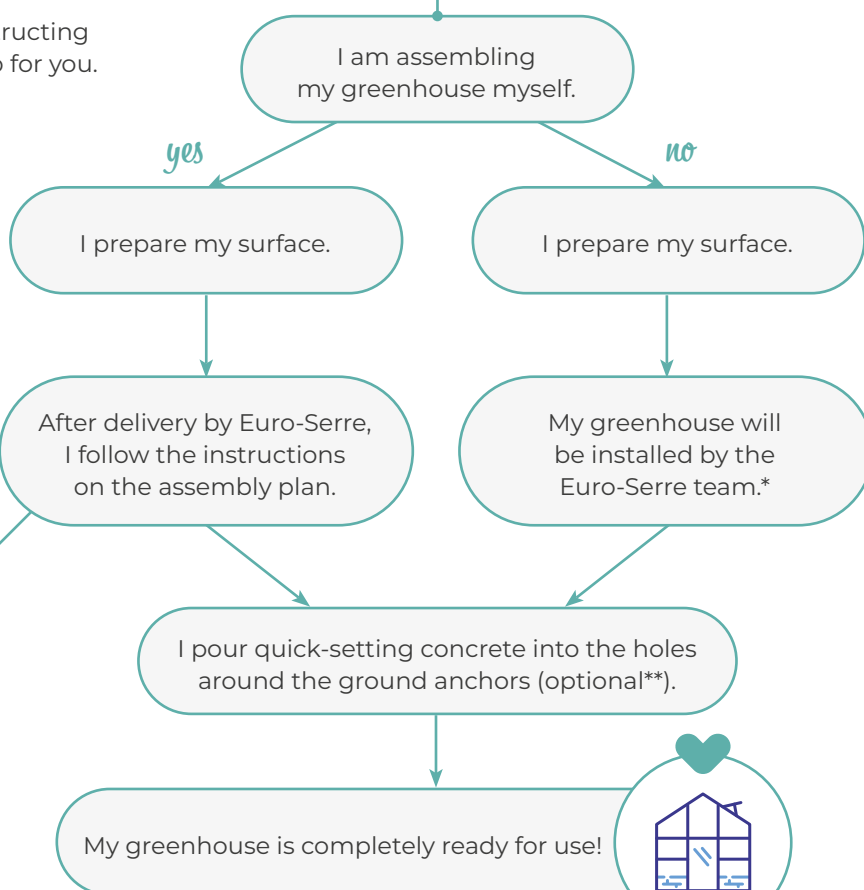
Are you a handy Harry? Then constructing a garden greenhouse is an easy job for you. We supply a complete construction package that you yourself can assemble. Thanks to the manual and our step-by-step instructional videos, your greenhouse will be up in no time.

The costs for the delivery and installation of your greenhouse depend on the model you choose.



Start

Assembly



* Our team does not assemble during severe frost, heavy rainfall or heat. If your (surface) preparations have not been carried out or have not been carried out properly, our team will not be able to assemble properly. Additional costs are then for your account.

** Quick-setting concrete is not included in the kit, but you can provide it yourself.



Preparing your surface

A good start is key

Whether you are going to install your greenhouse yourself or have engaged our assembly team: preparing your surface is crucial. The ground must be flat, free of obstacles (stones, trees, roots) and free of grass. The surface must also be compacted and be 100% level. You can then choose to place your greenhouse on a concrete base or simply directly on the ground, resting on the self-supporting foundation profile.



Guarantee



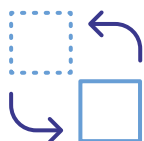
10-year degressive guarantee

On possible production errors.



1-year degressive guarantee

On all moving parts (door wheels, hinges...).



Free replacement

- Of any part of the greenhouse that does not meet the standard requirements upon delivery.
- Of any part of the greenhouse that is damaged or unusable on delivery.
- Of any possible missing part of the greenhouse upon delivery.

Replacement parts can be installed for a fee.



First owner

The guarantee can only be invoked by the first owner of the greenhouse and is not transferable.



The guarantee does not apply if ...

- Damage is caused by incorrect or irresponsible use of the greenhouse. (e.g. leaving the kit outside unprotected, poor maintenance, own adjustments or renovations, failure to observe technical instructions...).
- There is glass breakage or damage (glass and/or polycarbonate).
- Damage is caused by the use of non-standard parts.
- Damage is caused by incorrect setup or assembly of the greenhouse.
- Damage is caused by moving the assembled greenhouse.
- Damage is caused by exposure to chemicals (e.g. from a nearby chemical plant).
- Damage is caused by exceptional weather conditions or other natural factors.
- The damage was caused by third parties.



Do you have any questions about installing or equipping your Euro-Serre?

Please don't hesitate to contact one of our experts. We will be happy to answer all your questions.