



STARTUP BROCHURE

Thank you for choosing PERI
as your supplier!



kundeservice@peri.no
transport@peri.no



Kundeservice: 91 39 37 38
Transport: 91 53 53 47



www.peri.no





SALES AND TECHNICAL DEPARTMENT



When is it best to involve PERI in the project?

It is recommended to involve PERI as early as possible in the project to ensure that the best and most cost-effective solution is identified. Already in the planning phase, we can contribute by presenting different alternatives and support in financial calculations.

Who can I contact?

We have different contact persons for regions and segments. You are welcome to visit our website <https://www.peri.no/vare-representanter.html> or contact PERI customer service at kundeservice@peri.no or 91 39 37 38.

Start-up meeting

Before the project starts, we offer a start-up meeting where we ensure that everything is ready for a smooth implementation. Early planning is key, and we take into account any specifications, requests for split quotes, and the need for multiple invoices due to different cost centres, etc.

Time planning

It is important for us to know your project schedule, as we can supply materials for all parts of the project, with different delivery times depending on the type of material and complexity. The delivery time varies depending on the circumstances and must be confirmed in writing by PERI in each individual case. Normal delivery time is 14 days for main deliveries and 3-5 days for supplementary orders. Orders with a size of more than 20% of the agreed main delivery are always considered a new order and will be treated as a new main delivery.

Technical support

All projects where drawings are requested are assigned a responsible technician. You can always contact your technician for questions about drawings and technical solutions.

Closing meeting

A wrap-up meeting marks the end of the project and the aim is to ensure that there are no more questions and that you are satisfied with the collaboration. Any learning points are noted for future projects. We emphasise the importance of ensuring that the closing meeting is a good start to the next collaboration.

ADMINISTRATION



Order processing:

In our organisation, the collaboration between the sales department and our dedicated customer consultants is key to efficient order processing. The contact details of our customer consultants are available on order confirmations, delivery notes, return notes and invoices.

Change of customer or project information:

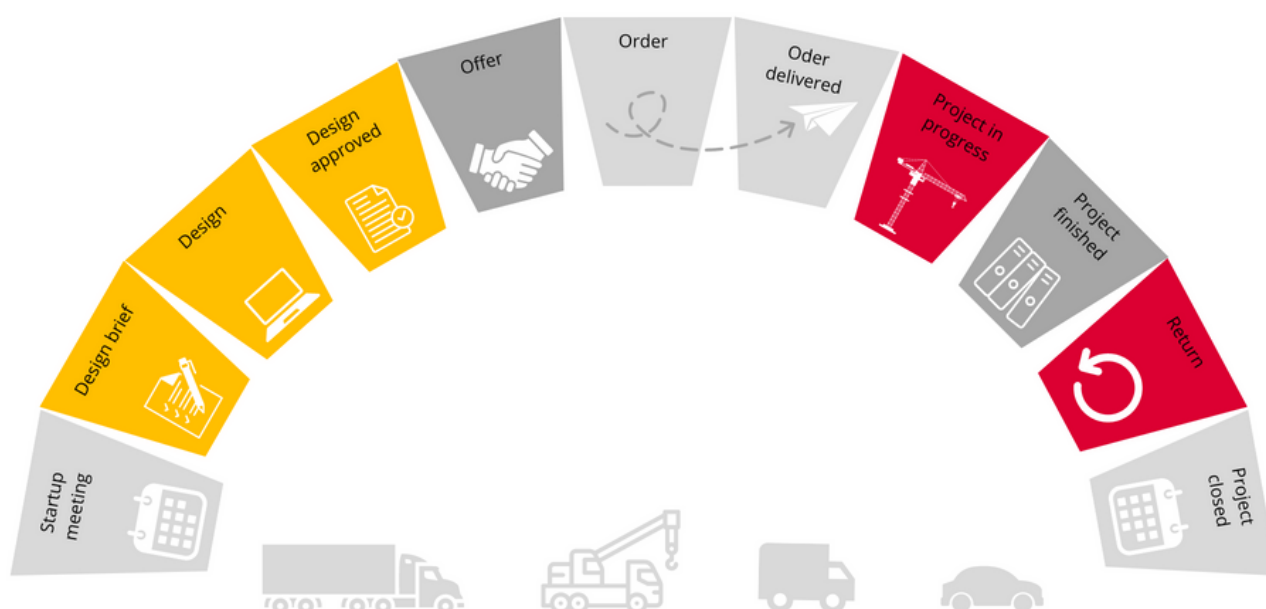
If there are any changes to customer or project information, we encourage you to inform us immediately by email to kundeservice@peri.no. This ensures the accuracy of the information and enables seamless follow-up on our part.

Invoicing:

We offer flexible options for invoicing, including EDI, PDF or paper invoices. Rental invoices are sent twice a month, while sales and other invoicing is done on an ongoing basis. All our invoices have a standard due date of 14 days from the invoice date. For further details and explanations regarding invoices, we recommend using our customer portal, [myPERI](#). Here you will also find an overview of all sent invoices and other project-related documents.

Moving rental materials:

It is important to note that no materials should be moved without PERI's authorisation. If it is necessary to transfer rental material between two customers, we require the transfer to be signed by both the current and the acquiring customer. This ensures a clear and documented process and helps to maintain traceability and quality assurance of our materials.





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DELIVERY



Order and packing process

After you have placed an order, you will receive an order confirmation for the selected material. Our packing team ensures that the material undergoes thorough quality control in accordance with "[PERI's rental criteria](#)". Before loading onto a car, the material is photographed for documentation. The finished shipment is accompanied by a consignment note/delivery note, which is signed and sent together with the freight forwarder.

Who should you contact if you want to add something to the order?

If you wish to include additional items in your order, please contact PERI customer service. We are here to ensure a smooth and hassle-free process to accommodate your change requests.

Minor changes to an order

For minor changes to your order, please contact us no later than two days before scheduled delivery. We are available to handle minor changes either through customer service or your dedicated salesperson. This helps to avoid late changes and ensures that deliveries remain fast and cost-effective.

Material availability:

For orders that are placed well in advance and follow our delivery times, the material should be available without any problems. If there are any shortages, you will receive an email with information about when we can deliver the missing items. We always endeavour to deliver according to schedule and will notify you of any changes.

Upon receipt inspection:

It is important to carry out a thorough receiving inspection to ensure that the correct material has been delivered without transport damage. If you notice any discrepancies, please contact customer service immediately. We are ready to help you resolve any issues in an efficient and satisfactory manner.



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TRANSPORT



Ordering transport:

We offer flexible options when it comes to transporting the material. You can choose to collect the material yourself from our warehouses, use your own transporter or let us take care of the delivery to the construction site. By letting us deliver to the construction site, the material flow is optimised and our experienced drivers, familiar with both our material and the industry, take care of the transport.

Information on delivery or return:

To ensure a smooth delivery or return, we ask that you share relevant information when ordering. This includes the contact person for the driver at the construction site, a description of the correct unloading point and any other relevant information.

Stay informed about shipment status:

We keep you updated on the shipment status. Cover letters are issued for all deliveries as soon as the shipment leaves our warehouse.

Basis for calculation of shipping cost:

The price for transport depends on the carrier's price list. The calculation may vary between different carriers, but usually takes into account the square metres transported and the distance (single journey) or time spent. Additional costs may be incurred for special requirements such as crane lorry, wide load, time of unloading, waiting times, rush hour charges, etc.

How to calculate square metres:

To simplify the calculation of the shipping volume, accurate information on material type and quantity is important. When ordering returns at PERI, the loading volume is calculated according to our packing guidelines. A simple estimation is that 2 tonnes corresponds to 1 square metre, and for flat elements, one metre of length is calculated as 1 metre x 2.4 metres. This gives you a good indication of the total volume to be transported.

RETURN



Returns to PERI:

We emphasise a smooth and secure process when it comes to returning material to our warehouses. Upon arrival, each return is carefully photo-documented, then the material is thoroughly counted twice before going through functional checks. We sort the material for storage, cleaning, scrap or repair, all in line with "[PERI's rental criteria](#)". Efficient co-operation on returns is essential to deliver the material to the next project quickly, while ensuring a smooth end to the rental relationship.

To minimise rental costs, we encourage you to return the material as early as possible. Our sales representatives and project managers are available to help you identify which material can be returned.

Booking a return:

Returns must be booked no later than 3 days before collection. Returns with own transport must also be notified 3 days in advance. Book your return by contacting customer service, the transport office or your dedicated salesperson.

It is also possible to book returns via our new customer portal myPERI:

<https://portal.peri.no/bestill-retur/>

Please note:

If there are different construction parts/project numbers on your project, we ask you to inform us which of these the return comes from, so that we can ensure correct invoicing for you. If you book return transport with PERI, the material must be ready for loading on the day of collection.

Tip: A material list with current material and balance can also be found in the myPERI customer portal under your project.

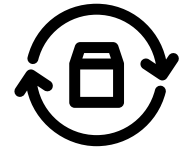
Packing instructions:

For safe and cost-effective transport, the material must be packed in accordance with our packing instructions. These instructions provide detailed guidance on how to pack the material, including the number of items and the correct packaging. Additional costs will be incurred if the equipment is not returned in accordance with the packing instructions. PERI Norway also reserves the right to refuse loading of returned goods at the construction site if the packaging is not considered safe for unloading at our receiving warehouse.



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RETURN cont.



Loading guidelines:

To ensure an efficient and safe return process, please follow strict guidelines when loading return materials:

- **Packaging and banding:** The material being returned should be carefully packed and tied with steel strapping for stability and safety during transport.
- **Protection of small parts:** Cover wire baskets with lids to prevent small parts from being lost during transport.
- **Maximum weight per package:** The weight of a single package must not exceed 2 tonnes to ensure safe handling and loading.
- **Bedding:** Place bedding, minimum 8 cm high, under packages that do not have standard packaging to protect the material and facilitate loading.
- **Load-friendly placement:** Place the material in a load-friendly manner to ensure smooth loading and stable transport.
- **Loading time:** Loading time for truck and trailer should not exceed 1 hour, with half an hour included in the standard price. Efficient loading is key to a cost-effective return process.

Preparing for the return of equipment:

When returning equipment, it is important to follow specific preparations:

- **Cleaning:** After the last moulding, the equipment must be thoroughly cleaned of concrete. Avoid using formwork oil before returning to storage. Elements should be returned plywood side up.
- **Complete return:** The equipment should be returned in complete condition. This means that all minor bolts, splints, etc. must be attached to the main article. Any missing parts and the labour to apply them will be charged to the hirer. If in doubt about what is meant by complete equipment, please contact PERI for clarification.

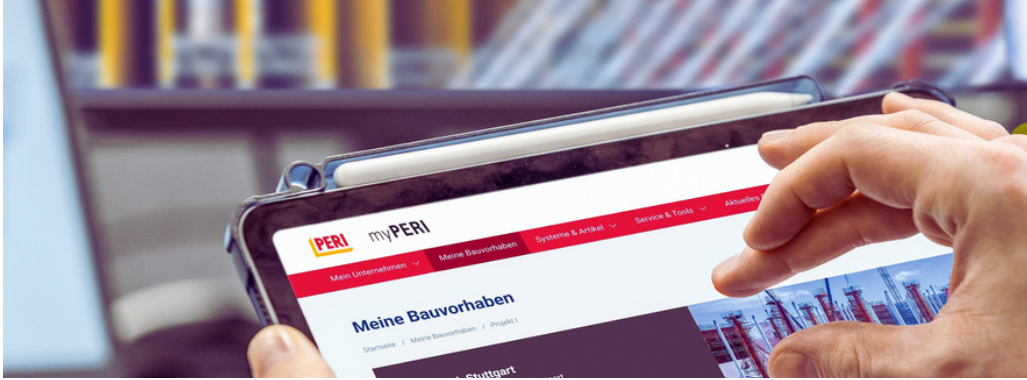
Co-operation and compliance with this policy will help ensure a smooth return process and efficient handling of the material for future projects. After full review of the received goods, you will receive a confirmation of receipt and any subsequent steps in the process.

COMPLAINT



Has something gone wrong?

We want to help you as quickly as possible so that we can resolve it for you and ensure that it does not happen in the future. Please submit our complaint form via our website www.peri.no to kundeservice@peri.no.



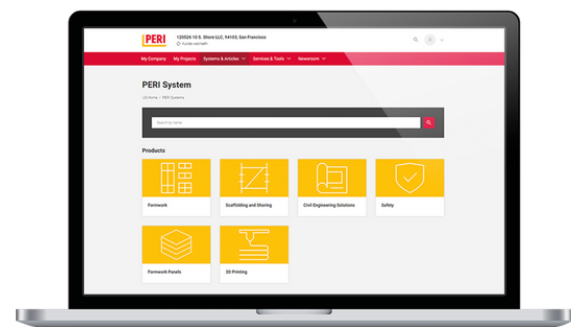
myPERI clientportal

We understand that managing construction projects can be a complex and time-consuming task, which is why we've developed a user-friendly platform to make your experience as seamless and efficient as possible.

Our goal is to streamline communication and collaboration between our team and yours, ensuring you have the tools and resources you need to stay informed and in control of your project.

....want to know more about myPERI?

Our new customer portal is designed to make working on your construction project easier, faster and more efficient than before. The portal is user-friendly, so you can easily find all important information in one place.



One account. All information.

- ✓ 24/7 access to project documents such as drawings, delivery notes, invoices and technical documents
- ✓ Easy to find information about our systems and products
- ✓ Access via PC, Ipad or mobile phone
- ✓ Stay updated on the status of your projects

Red more and register here!









Our mission

We make construction work faster, safer and more efficient. Every day, we are driven by a desire to deliver the best possible service to our customers.

Customer satisfaction is our primary goal

With high quality products and services, PERI is the customer's best support in a highly competitive market. We measure our performance against the success of our customers and their satisfaction. This philosophy and motivation has made us a world leader in our industry. With great commitment and technical innovation, we will develop the best solutions for our customers today - and in the future.



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