



Unit 3, Watford Interchange  
Colonial Way  
Watford WD24 4WP  
United Kingdom

MOBILEPRO AG  
EUROPA-STRASSE 19A  
GLATTBRUGG  
8152  
SWITZERLAND

24/07/2017

Dear Silke Birnbaum,

**Re: Trading with Peerless-AV**

Thank you for your recent application to commence trading with Peerless-AV LTD. On behalf of the company, I would like to welcome you and look forward to a long lasting business partnership.

Please find below some useful information regarding your new account.

**Your Account Number: MOB009** (please quote this on all correspondence)

Your Account Manager is Stefan Krueger who can be contacted on +49 15119 192962 or [skrueger@peerless-av.eu.com](mailto:skrueger@peerless-av.eu.com).

Your internal Sales contact is Valentina Bunu who can be contacted on +44 (0)1923 200100 or [sales@peerless-av.eu.com](mailto:sales@peerless-av.eu.com), who can provide you all relevant information on product prices, availability, orders and deliveries.

For marketing, please contact Beky Cann, Director of PR & Communications EMEA on +44(0)1923 205 670 or [marketing@peerless-av.eu.com](mailto:marketing@peerless-av.eu.com).

**Opening Hours**

The business is open Monday to Thursday from 8.00am to 5.30pm and 8.00am to 5.00pm on a Friday UK time.

**Order Placement and Changes**

All purchase orders should be sent to [sales@peerless-av.eu.com](mailto:sales@peerless-av.eu.com). Your internal Sales contact will inform you of product availability and the order completion date. Any changes to open orders should be sent in writing, and cancellation is subject to terms and conditions. No changes to orders, including change of delivery address, can be made once goods are in transit.

**Delivery**

Your delivery terms are **DAP**

Our EMEA stock is located in Watford, London UK.

Subject to stock availability, orders placed before 3.30pm UK time on Wednesday are normally made available Friday of the same week for collection. Our warehouse collection hours are Monday to Friday from 12 to 5 PM.

Pallet heights are restricted to 2.0 metres unless otherwise outlined in your delivery instructions.

**PHONE** +44 (0)1923 200100 **FAX** +44 (0)1923 200101 **EMAIL** [sales@peerless-av.eu.com](mailto:sales@peerless-av.eu.com) **WEB** [www.peerless-av.com](http://www.peerless-av.com)



**Technical Assistance**

Please visit our website [www.peerless-av.com](http://www.peerless-av.com) to use our Mount-finder, download brochures or to use our Installer Support option. Alternatively please contact our Product Support Department on +44 (0) 1923 205630 or [support@peerless-av.eu.com](mailto:support@peerless-av.eu.com)

**Returns**

Any custom made products or special order may not be returned.

**Transit Damage**

For goods which have been damaged in transit, please send any supporting documentation and photographic evidence to [support@peerless-av.eu.com](mailto:support@peerless-av.eu.com).

Please note, you must obtain a return authorisation number (RMA) from [support@peerless-av.eu.com](mailto:support@peerless-av.eu.com) before returning any products. Unauthorised returns may result in a credit not being issued.

**Warranty**

Product	Warranty Period
Mounts	5 Years
Xtreme Displays	2 Years
PeerAir	1 Year
Kiosk Enclosures	5 Years on metal components*
Cables	25 Years
Cleaning Products	1 Year
* Electronic Products and Components/fans	1 Year

For queries relating to warranty or product returns please contact our Product Support Department on +44 (0)1923 205630 or [support@peerless-av.eu.com](mailto:support@peerless-av.eu.com)

**Payment**

Our accounts team can be contacted on [finance@peerless-av.eu.com](mailto:finance@peerless-av.eu.com) or +44 (0) 1923 205640.

Your credit terms are M0 30 days end of month following and your account currency is Euro.



Please note that credit may be withdrawn at any time and without notice.

We hope you find the above information helpful. If you have any questions, please do not hesitate to contact one of our team.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Keith Dutch', with a horizontal flourish underneath.

Keith Dutch  
Managing Director