## **HOW TO ORDER**



## Kerto<sup>®</sup> LVL



Kerto<sup>®</sup> LVL products manufactured by Metsä Wood are available at local wholesalers or distributors as stock items. In case of larger volumes the products are made to order and delivered directly to the customer.

For consumers the primary contact is the local wholesaler or distributor. When direct contact to Metsä Wood is needed, the easiest way is via website metsagroup.com/metsawood. Contact persons for different sales areas are listed on the website. If correct sales area is not found, a general contact form can be used.

## In order to start direct business with Metsä Wood, the following information is needed:

- Name of the customer
- Delivery address
- Invoicing address and VAT number
- Product related information
  - product type (S-beam/Q-panel /Qp-beam/T-stud/L-panel/Kate)
    product dimensions (thickness, width, length)
  - volume per product dimension
  - sanding (yes/no)
  - if yes, choose optical or calibrated sanding
  - machining (yes/no)
  - if yes, drawings are required depending on the machining type (dwg/3D dwg)
  - special tolerances must be agreed separately
  - required certification
  - product approvals
  - forest management certification
  - PEFC as standard, logo licence registration number: PEFC/02-31-03
  - limited availability of FSC®, FSC licence code: FSC-C014476

## Packaging

- limitations in package sizes
- max weight per package
- max height of the package
- any special wrapping preferences must be agreed separately
- Delivery
  - preferred delivery week
  - limitations on delivery dates or times from customer perspective
  - terms of delivery (road, rail, ship)
  - any limitations on delivery location (weight limited bridges etc.)

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