

What should I do in case of a longer absence?

Joachim Ulbrich - 2024-10-08 - Delivery & Shipping

In case of planned absences, you have the following options:

Wait until 3 working days before your absence. If you have not received a shipping notification by then, please fill out the absence form.

You can also provide an alternative delivery address in advance when placing your order or inform us of this afterwards via this [contact form](#). Please ensure that the recipient is a trusted person who can promptly set up the devices and check for any (transport) damage. Once we have received the alternative delivery address, we will ask the distributor to change the delivery address. Please understand that it may not be possible to change a delivery address if your item has already been prepared for shipping.