


## Detailed 8-step procedure on how to buy the Handbook



### Step 1: Start the buying process



Click on the button , which can be found at the bottom of this webpage. This will take you into the webshop (a new webpage will open). Make sure you pick the right button, either the one for companies (with a VAT registration number) or for private consumers.

### Step 2: Add the handbook to the shopping cart

In this new webpage a product list will appear, containing the Handbook Biological Wastewater Treatment.

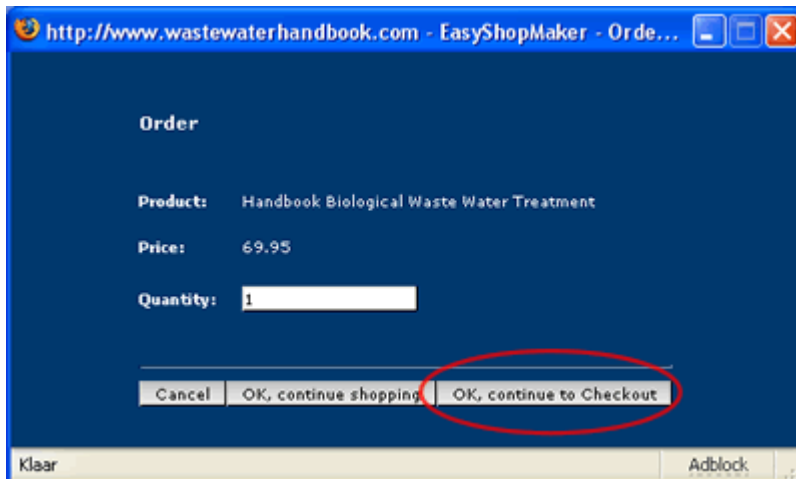
Product	Short Description	Price excluding VAT	Order
Handbook Biological Waste Water Treatment	 Handbook Biological Waste Water Treatment – Design and Optimisation of Activated Sludge Systems	66.00	

Click on the product name for additional details.

Click on the "Add to shopping cart" button as indicated in the picture above, to add this item to your shopping cart. A pop-up screen will appear.

### Step 3: Specify the order quantity

A pop-up screen will appear:



The screenshot shows a web browser window with the address bar displaying "http://www.wastewaterhandbook.com - EasyShopMaker - Orde...". The main content area is titled "Order" and contains the following information:

- Product: Handbook Biological Waste Water Treatment
- Price: 69.95
- Quantity: 1 (with an input field)

At the bottom of the form, there are three buttons: "Cancel", "OK, continue shopping", and "OK, continue to Checkout". The "OK, continue to Checkout" button is circled in red.

At the bottom of the browser window, there are status bars for "Klaar" and "Adblock".

Enter the quantity of books you want to purchase. The price listed is in € (euros) and is excluding VAT, shipping costs, bank fees (if applicable) and import duties (if applicable). Click on "OK, continue to checkout". This brings you to the checkout screen shown below.

### Step 4: Fill in the check-out page

In the upper part of this page you will find the "checkout" block. You can adapt the order quantity here if needed: press enter or click on "recalculate" to update the order amount.

Item:	Price:	Quantity:	Amount:
Handbook Biological Waste Water Treatment	66.00	1	66.00
Sub total (in €):			66.00
<b>Delivery location and payment method:</b>	In:	The Netherlands	
		Advance payment (bank transfer)	
Total: 1500 gram Shipping costs based on weight/zone=6.50			
Delivery subtotal (in €):			6.50
<b>Tax Amount (in €):</b>	1 VAT 1 (6%) over 66.00=3.96		
	2 VAT 2 (6%) over 0.00=0.00		
	3 VAT 3 (0%) over 0.00=0.00		
Tax total (in €)			3.96
<b>TOTAL (in €):</b>			<b>76.46</b>

Select your shipping region:

- The Netherlands
- Europe (E.U.)
- Europe (outside E.U.)
- Outside of Europe

Select your payment method:

- Advance payment (bank transfer). Select this payment option also if you want to sent the money by means of registered or regular mail !
- PayPal payment.

A note about payments: especially for customers outside of the E.U. we highly recommend that you use Paypal as the method of payment for the following reasons:

- For payments within the E.U., internet payment is free of charge, but only if you:
  - o Have access to internet banking and use the SEPA transaction
  - o Fill in the IBAN and BIC numbers of my bank account (these numbers are listed on the printed purchase order confirmation and again on the order confirmation you receive per e-mail).
  - o Note that if you do not use the IBAN/BIC numbers, the banks will charge an additional 15 - 20 euros !!!

- For payments outside the E.U. or SEPA zone:
  - o a banking fee will be charged anyway (inquire at your local bank how much this will be and make sure this is paid by you), so payment through bank transfer is the most expensive of the above payment options: easily up to 20 euros and much higher if you do not enter the IBAN and BIC numbers of my bank account. In this case we expect you to pay all banking costs, as the price of € 66,- exc. VAT as quoted for the Handbook is a nett price.
  - o Sending the money by registered mail should be pretty safe, but you will have to pay the post office. Of course you might also choose not to register your mail.
  - o Advance payment using Paypal is the recommended payment method for you, as it is safe, secure and absolutely free for buyers !! Most Internet webshops (for example E-bay) accept Paypal as one of the payment methods. You do have to create a Paypal account if you do not already have one, but this is quite simple. Your Paypal account can be linked to your bank account and/or to your credit card.

You may decide to pay in US\$ or GBP instead of in €, however to cover the exchange rate costs we use the following exchange rates:

1 € = 1,5 US\$ and

1€ = 0,75 GBP

Depending on your shipping zone and customer type (company or private customer), a VAT tax is applied (either 6% or 0%). [Click here for more info on the VAT calculation](#)). Shipping costs are calculated additionally and depend on the weight of your shipment and your shipping zone:

- € 6.50 within the Netherlands for packages up to 10 kgs.
- € 12.- within Europe and € 22.50 outside of Europe for packages < 2000 grams (a couple of € more expensive for shipments up to 5000 grams) .

For shipments > 5000 grams the checkout module will default zero shipment costs as this is not a standard delivery size. We will retrieve the exact shipment costs at TNT Mail and communicate this to you. You may then confirm and pay the order amount.

Shipment of your book is through TNT post package mail (as express delivery). The average shipping duration (from day of shipment) is:

- within the Netherlands: one working day
- within the EU: 3 to 6 working days
- Europe outside EU: 4 to 10 working days
- outside Europe: 4 - 10 working days

Please note that for shipments to countries outside the EU import tax might have to be paid. For all shipments outside the E.U. we prepare a customs declaration (EU-form CN22). The amount of these costs is dependent on the regulations of the country to which the package is sent and will be payable by you on receipt of the package.

This is the same procedure Amazon.com uses for shipments outside the U.S. For more information on this subject, the amount payable and the import procedure please contact your local customs office.

### Step 5: Fill in your personal data

Company name (if applicable):	A-corp
Last Name*:	Smith
First Name:	John
P.O. box number:	12345
Street and number*:	Middle road 123
Zip code/Postal code*:	2500 AA
City*:	The Hague
State:	Zuid Holland
Country*:	The Netherlands
E-mail adres*:	j.smith@acorp.com
Telephone number:	+31 (0)650 123 456

The fields marked with an (\*) are required fields. We need this data to ship the book to you and to create the invoice. We will not disclose this data to third parties or use it in any other way. Refer to our privacy notice for more information.

### Step 6: Confirm your order

Check the data on the checkout page and press "Send" to confirm your order or "Cancel" to leave the ordering process without saving. After confirmation, you will receive an purchase order confirmation by e-mail within two working days.

### Step 7a: Payment option 1 and 2 - Advance Payment by Bank Transfer / Sending Money per (registered) mail

You will be taken to an (automatically generated) purchase order confirmation page. We recommend that you print this page for your own administration, using the "print" link on the bottom of the page.

For advance payment by bank transfer, you can use the printed purchase order confirmation to transfer the amount payable to our bank account with reference to the order number.

- For customers from EU countries and other European countries participating in the SEPA: a money transfer is free if you use **internet banking**, use the SEPA transaction and remember to fill in the **IBAN and BIC numbers**. If not, the banks will charge a lot of money for " administrative" costs, and remember that we expect that all money transfer costs charged by the bank (if applicable) are paid by you !!!
- For customers outside the EU/SEPA area, the banks will always charge fees, once again these will be higher if you do not fill in the **IBAN and BIC numbers**. **Specify that all transfer costs are payable by you**. Make sure you make the appropriate setting or inform at your local bank office how this works.

If you sent the money enclosed in a letter, you might or might not opt to register the sending of this letter at the post office. The latter option will cost you some money, the amount of which depends on your local post office, but at least this will prove that you have sent the letter (and as such give you a basis for reclamation should this be necessary). We recommend that you insert the money notes between sheets of dark-colored paper or cardboard to shield it from spying eyes. If you add coins, stick them with tape to a carton.....no surer way to ensure a letter is opened than the cling-clang of money coins ! Alternatively you might consider to round-up the amount payable to the nearest number that can be paid with bank notes only.

### **Step 7b: Payment option 2 - Paypal (creditcard or bank transfer)**

You will be redirected to the PayPal website. Note that a purchase order has already been sent to [info@wastewaterhandbook.com](mailto:info@wastewaterhandbook.com).

Follow the instructions at the PayPal website and pay either with credit card or with a bank transfer. If you do not yet have a PayPal account, you can create one. This might take a couple of days (especially if you link the PayPal account to your bank account, as PayPal will check whether the bank account number is correct). If this is the case, complete the payment at a later stage by transferring the money to our PayPal account [info@wastewaterhandbook.com](mailto:info@wastewaterhandbook.com).

After completion of your PayPal payment transaction, or if you abort the transaction, you will be returned to an (automatically generated) purchase order confirmation page on our site ([www.wastewaterhandbook.com](http://www.wastewaterhandbook.com)). Print this page for your own administration or use it to pay from your PayPal account at a later stage.

### **Step 8: Shipment and Invoicing**

As soon as we have received your payment, we will prepare your shipment. We try to have your order shipped within 2 working days with TNT Package Mail - Express Delivery. After shipment you will receive a shipping confirmation per e-mail. The approximate shipping duration has been indicated in step 5 above. The invoice will be included with the shipment. This invoice includes our registration number at the Dutch Chamber of Commerce and our VAT registration number.

**Important notice: if you do not receive an order confirmation per e-mail within 3 days, please contact us at:**

**info@wastewaterhandbook.com and lubbejeroen@yahoo.com !**

### Information about Value Added Tax

Value added tax is payable when you purchase an item or a service. In the Netherlands the VAT tax percentage is 19% for most items, but there are exceptions, as in the case of books, which are taxed with only 6%. When an item is exported to another country other rules apply. In general a company (if it has a VAT number) can claim the paid VAT tax back from their local tax authority. In the Table below the VAT procedure for export of books from The Netherlands is summarized:

<b>Item (book) shipped to:</b>	<b>Customer type</b>	<b>VAT % charged by us to you on sale of book</b>	<b>VAT procedure</b>
The Netherlands	private customer	6%	paid VAT cannot be reclaimed
	company	6%	paid VAT can be reclaimed
Europe - inside E.U	private customer	6%	paid VAT cannot be reclaimed
	company	0%	VAT is payable by company to local tax authority and can be reclaimed. The applied VAT % depends on the country involved
Europe - outside E.U.	private customer	0%	VAT is payable on receipt of shipment and cannot be reclaimed. The applied VAT % depends on the country involved
	company	0%	VAT is payable by company to local tax authority and can be reclaimed. The applied VAT % depends on the country involved
World - outside Europe	private customer	0%	VAT is payable on receipt of shipment and cannot be reclaimed. The applied VAT % depends on the country involved
	company	0%	VAT is payable by company to local tax authority and can be reclaimed. The applied VAT % depends on the country involved