

FAQ Webshop Digital Printing

Who is allowed to use the webshop?

The B2B shop is available for selected dealers.

How do I get access to the webshop?

Please send an informal email with the subject "Registration" to webshop@folex.de.

Where do I get my user data?

Your user profile is created by Folex. You will then receive your data by email.

What functions does the webshop offer?

- Placing orders
- Time-saving orders through the creation of order templates
- Live view of stock levels in the central warehouse in Cologne and planned replenishment dates
- Overview of your prices and conditions
- Info on the status of delivery of your orders
- Order and invoice history (also for orders that were not entered via the shop)

What products are available in the webshop?

products from the regular price list from the **Digital Printing** division are available in the webshop.

How do I create a new delivery address?

Our sales team will take care of the initial creation of new delivery addresses. Simply place your regular order by email or telephone. The new delivery address is then visible in the shop. You can now save the drop shipment fee for each additional route delivery via the webshop. Please note that drop shipments with a special delivery note can only be processed via customer service.

What do I do if an item is not available?

Partial deliveries are not possible via the webshop. However, you can place several orders with different dates (please note the minimum delivery value). If the proposed dates do not seem acceptable, please contact the sales department.

If an article from the Digital Printing section cannot be found in the online shop catalog (e.g. special products), known article numbers can also be entered manually in the order form. Alternatively, please contact us using the regular ordering method.

Can I only order via the webshop in future?

Of course, you can also order by email or phone in the future. The webshop offers an additional ordering and information option with improved customer service.

Can I share my user data with colleagues?

We recommend that you do not share your personal user data. It is possible to create different webshop users per customer who all have access to the relevant information.

What is the pricing in the shop like?

The prices agreed with us are displayed in the shop. Project-related special prices need to be set by our sales team.

Is there a user manual?

The shop is designed to be very user-friendly and intuitive to use. So there are no separate instructions. If you have any questions or problems, we will of course be happy to help. Please contact us personally or via the form on the website.

What do I do if I cannot find an item?

If you cannot find a standard item from the Digital Printing division in the webshop, please contact us via the regular ordering procedure.

Are there connection options to our ERP system?

In the webshop, orders can also be placed via the upload function. You can upload an Excel spreadsheet in the shopping basket under "New order". This is a time-saving, convenient alternative if you want to export your orders directly from your own system.

Can orders for Regulus Coating GmbH and Folex AG also be processed via the web shop?

Currently, only orders for our central warehouse in Cologne (Folex Coating GmbH) are possible via the web shop. For factory deliveries, please contact customer service.

Do you have additional questions?

Then please contact us at webshop@folex.de or by telephone +49 (0)221/979479-65. We are happy to help.

We hope you will enjoy working with our webshop.

Folex Coating GmbH