

Customer Rates 2021

valid from: 01.01.2021

Overarching	Rate	Explanation
Registration		
Registration fee per customer number	€ 750.00	per year and customer number, calculated in March for that particular calendar year
Customer's card		
Extra and replacement card	€ 10.00	per card, single payment
Advertising fee (generic advertising)		
Turnover scale from €0 to €400,000	0.19%	of sales (auction and Clock Service)
Turnover scale from €400,001 to €800,000	0.12%	of sales (auction and Clock Service)
Turnover scale €800,000 and above	0.06%	of sales (auction and Clock Service)
In the current year 0.19% is being applied to all customers. At the start of the next year, a refund will be made in line with the above-mentioned turnover brackets. The turnover of multiple customer numbers held by one company, as well as the turnover of companies that form a single tax / organisational entity (holding), will be combined for this calculation.		

Auction	Rate	Explanation
Auction service levy		
Box lessee	0.15%	of sales
- t least	€ 14.00	per purchasing day and card number
Not a box lessee	0.60%	of sales
- t least	€ 25.00	per purchasing day and card number
Auction transaction fees		
Auction trolley (partial/full)	€ 0.60	per transaction
Auction layer levy		
CC-container full	€ 1.00	per transaction
CC-container partial	€ 1.70	per layer *
* The customer who buys the majority of layers in a container pays the storage layer fee once only and receives the container each time. All other storage layers are charged each time at the single storage layer fee.		
Other services		
Remote Buying (connection fees, software-maintenance)	€ 125,00	per month for 2 connections*
Remote Buying for every additional connection	€ 25,00	per month**
*Free of charge in case of a net turnover of at least €100,000 at Veiling Rhein-Maas in the previous year.		
** Charge for every further access, in case an additional turnover of €100,000 was not reached per additional connection in the previous year.		

Clock Service	Rate	Explanation
Service fee Clock Service by customer number		
Turnover scale Clock Service from €0 to €100,000	1.50%	of sales
Turnover scale Clock Service from €100,001 to €200,000	1.25%	of sales
Turnover scale Clock Service from €200,001 to €300,000	0.50%	of sales
Turnover scale Clock Service from €300,001 to €2,500,000	0.30%	of sales
Turnover scale Clock Service €2,500,000 and above	0.10%	of sales
During the running year, 1.50% will be consistently charged. At the start of the subsequent year, repayment per customer number will start in line with the above-mentioned turnover scales.		
Clock Service transaction fees		
Cut flowers	€ 0.35	per transaction
Potted plants	€ 0.25	per transaction

Logistical services	Rate	Explanation
Priority loading at docks		
Annual statement	€ 520.00	per year and on one auction day per week *
* Refund from €250,000 in annual turnover per customer number.	0.10%	per year, max. to the amount of the sum paid
Daily statement/daily customers	€ 15.00	per day
Docksharing	€ 0.00	free
Priority loading internal loading		
Annual statement for large site	€ 520.00	per year and on one auction day per week *
Annual statement for small site	€ 260.00	per year and on one auction day per week *
* Refund from €250,000 in annual turnover per customer number.	0.10%	per year, max. to the amount of the sum paid
Daily statement/daily customers large site	€ 15.00	per day
Daily statement/daily customers small site	€ 10.00	per day
Internal loading without priority loading	€ 0.00	free

Packaging		
Deposit and use of multi-use packaging	according to separate price list	
Sale price of single-use packaging	according to separate price list	
Handling fees for unstacked CC-containers upon submission of more than 3 CC-containers		
- base	€ 0.80	per base
- shelves/planks	€ 0.30	per shelf/plank
Handling fees for receipt of packaging	€ 1.00	per occurrence
Packaging on auction trolley pick up service	€ 2.00	per trolley (at least € 6.00 per collection)
CC-container pick up service	€ 2.00	per CC depot (at least € 8.00 per collection)
Washing foreign packaging	€ 0.10	per unit
Eco Park		
Removal of waste foil incl. plastic pots packaged in Veiling Rhein-Maas foil bags or in rented waste containers/boxes	€ 0.00	free
Removal of water pallets individually delivered or delivered in rented waste containers/boxes	€ 0.00	free
Removal of waste paper and cardboard individually delivered or delivered in rented waste containers/boxes	€ 0.00	free
Removal of cut flowers and potted plant compost waste (without packaging materials/pots) in Veiling Rhein-Maas foil bag	€ 2.50	per foil bag (€ 34.00 per container/box)
Removal of unsorted waste/residual waste in Veiling Rhein-Maas foil bag	€ 5.50	per foil bag (€ 69.00 per container/box)
Veiling Rhein-Maas foil bags	€ 0.66	per unit (minimum of 25 units)
Handling fees for CC-Containers with loose waste delivered to the CC Depot (only applies to water pallets, foil waste, plastic pots)	€ 5.00	per CC-container, removal fees will be charged extra
Removal of rented waste containers/boxes (from customers's box)	€ 3.50	per container/box, removal fees will be charged extra
Rental of waste container/box (1 type of waste per box only)	€ 9.00	monthly, excl. Packaging fees
Contractual fine for company waste according to the regulations		
1st infringement	€ 100.00	per incident
2nd infringement	€ 200.00	per incident
3rd infringement	€ 300.00	per incident
4th infringement and further infringements	€ 300.00	per incident
Service Center	according to separate price list	
Rental auction trolley	Rates Royal FloraHolland	
Rental CC-container	Rates Royal FloraHolland or Landgard	

Digital, financial or other services	Rate	Explanation
Electronic services		
Auction EKT message	€ 0.035	per transaction
DESADV Clock Service (comparable with EKT message)	€ 0.035	per transaction
Intrastat subscription	€ 50.00	per year
Invoices and card payments		
Costs of sending invoices by mail	€ 1.60	per invoice
Reprint invoices	€ 1.00	per invoice
Resend invoices by email	€ 0.00	free
Payment using SEPA direct debit (B2B)	€ 0.00	free
Credit card (MasterCard, Visa)	3.00%	of total payable amount
Payment with foreign bank card (Maestro)	1.18%	of total payable amount
Payment with German bank card (EC-Cash)	0.25%	of total payable amount
If necessary, additional fees charged by banks and financial service providers for alternative payment methods will be passed on.		
Miscellaneous		
Locker for headset or similar	€ 15.00	single payment
- administration fee	€ 30.00	per key
- deposit		