

Customer Rates 2023

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

Auction	Rate	Explanation
Auction service levy		
Box lessee	0.15%	of sales
- at least	€ 15.00	per purchasing day and card number
Not a box lessee	0.60%	of sales
- at least	€ 26.00	per purchasing day and card number
Auction transaction fees auction trolley		
1 sales unit per transaction	€ 0.80	per transaction
2 sales units per transaction	€ 0.75	per transaction
3-5 sales units per transaction	€ 0.65	per transaction
More than 5 sales units per transaction	€ 0.55	per transaction
whole stacking trolley	€ 0.00	free
Auction layer levy CC-container		
CC-container full	€ 1,10	per CC-container
CC-container partial		
1 layer per transaction	€ 2,50	per layer
2 layers per transaction	€ 2,25	per layer
3 layers per transaction	€ 2,00	per layer
from 4 layers per transaction	€ 1,10	per layer
allocated CC-container	€ 1,10	per transaction
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	€ 572.00	per year and on one auction day per week *
* Refund from € 450,000 in annual turnover per customer number	0.10%	per year, max. to the amount of the sum paid
Daily statement/daily customers	€ 16.50	per day
Priority loading internal loading		
Annual statement for large site	€ 572.00	per year and on one auction day per week *
Annual statement for small site	€ 286.00	per year and on one auction day per week *
* Refund from € 450,000 in annual turnover per customer number	0.10%	per year, max. to the amount of the sum paid
Daily statement/daily customers large site	€ 16.50	per day
Daily statement/daily customers small site	€ 11.00	per day
Internal loading without registration	€ 20.00	per day

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	€ 1.10	per base
- shelves/planks	€ 0.60	per shelf/plank
Handling fees for receipt of packaging	€ 1.10	per occurrence
Packaging on auction trolley pick up service	€ 2.20	per trolley (at least € 6.60 per collection trip)
CC-container pick up service	€ 2.20	per CC depot (at least € 8.80 per collection trip)
Washing foreign packaging	€ 0.15	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	€ 2.80	per foil bag (€ 37.50 per container/box)
Removal of unsorted waste/residual waste in Veiling Rhein-Maas foil bag	€ 6.00	per foil bag (€ 76.00 per container/box)
Veiling Rhein-Maas foil bags	€ 0.75	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)	€ 5.40	per CC-container, removal fees will be charged extra
Removal of rented waste containers/boxes (from customers's box)	€ 3.90	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	€ 110.00	per incident
2nd infringement	€ 220.00	per incident
3rd infringement	€ 330.00	per incident
4th infringement and further infringements	€ 330.00	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	€ 2.50	per invoice
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		
- administration fee	€ 15.00	single payment
- deposit	€ 30.00	per key

All rates are net prices excl. the statutory VAT rate.

valid from: 01.04.2023
Customer Rates 2/2