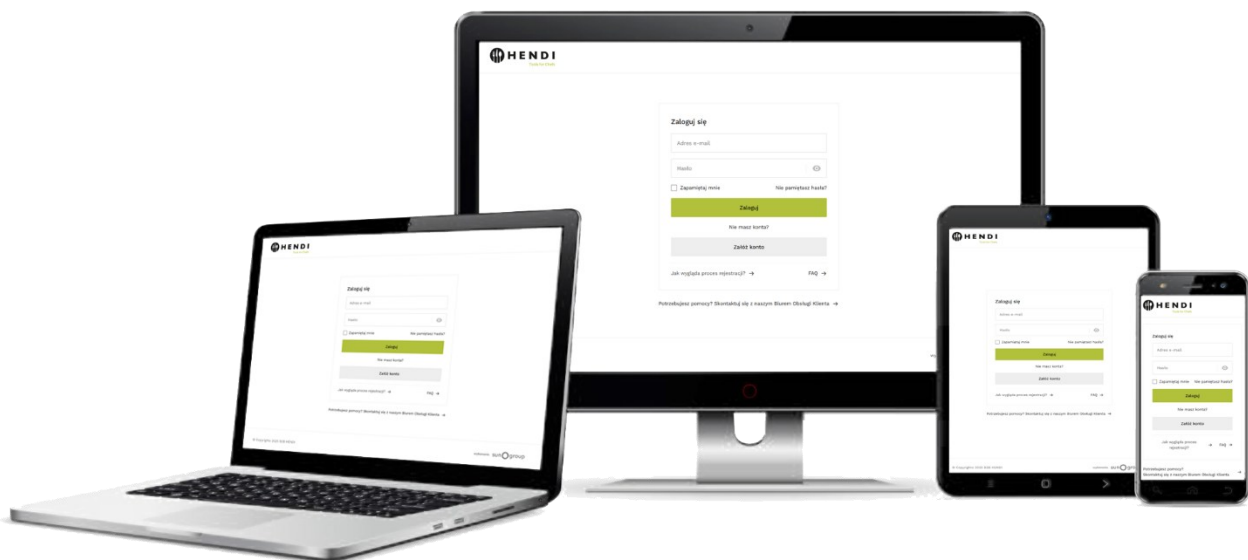


Manual

Platform B2B HENDI



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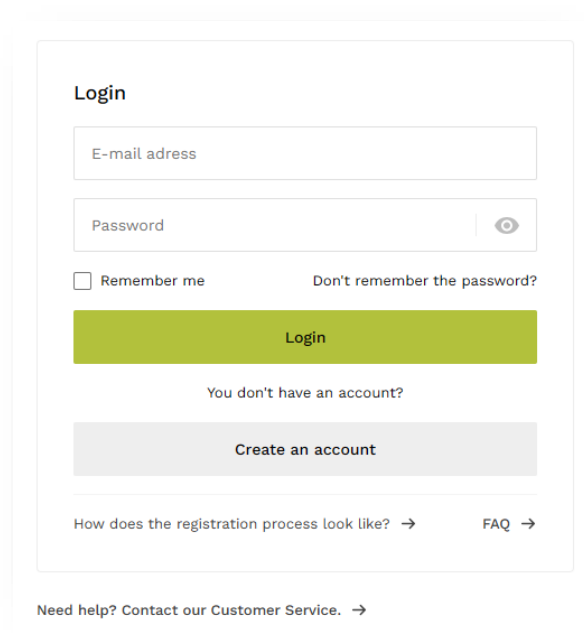
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Login and password reset

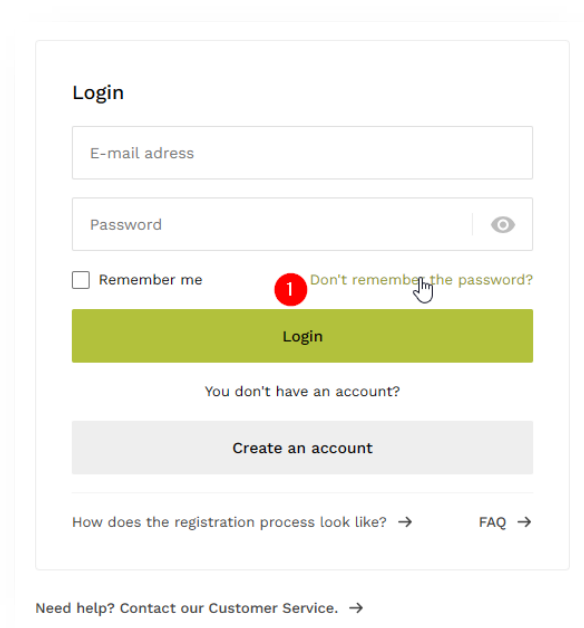
1. Logging in to the B2B platform

After receiving your login and password for the B2B platform, go to <http://b2b.hendi.com> and fill in the appropriate fields, then click **Login**.

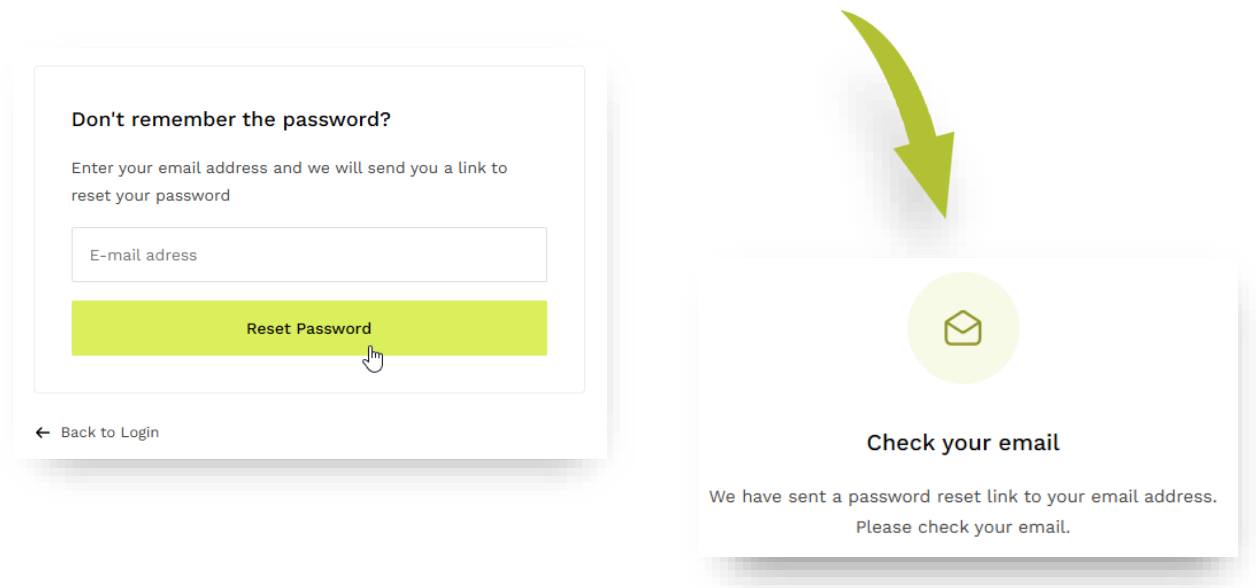


2. Resetting the password to the B2B platform

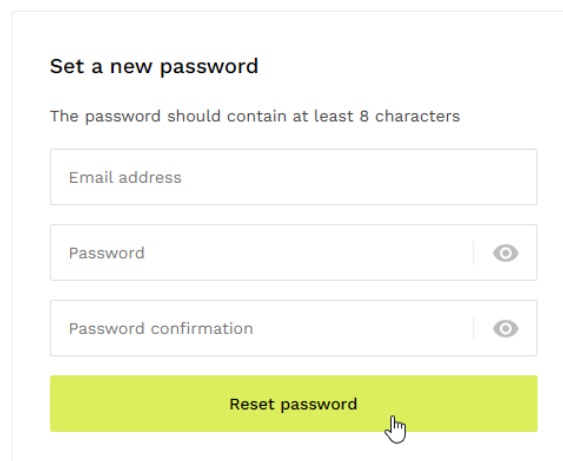
While on the login page, click on the link **Forgot your password?**



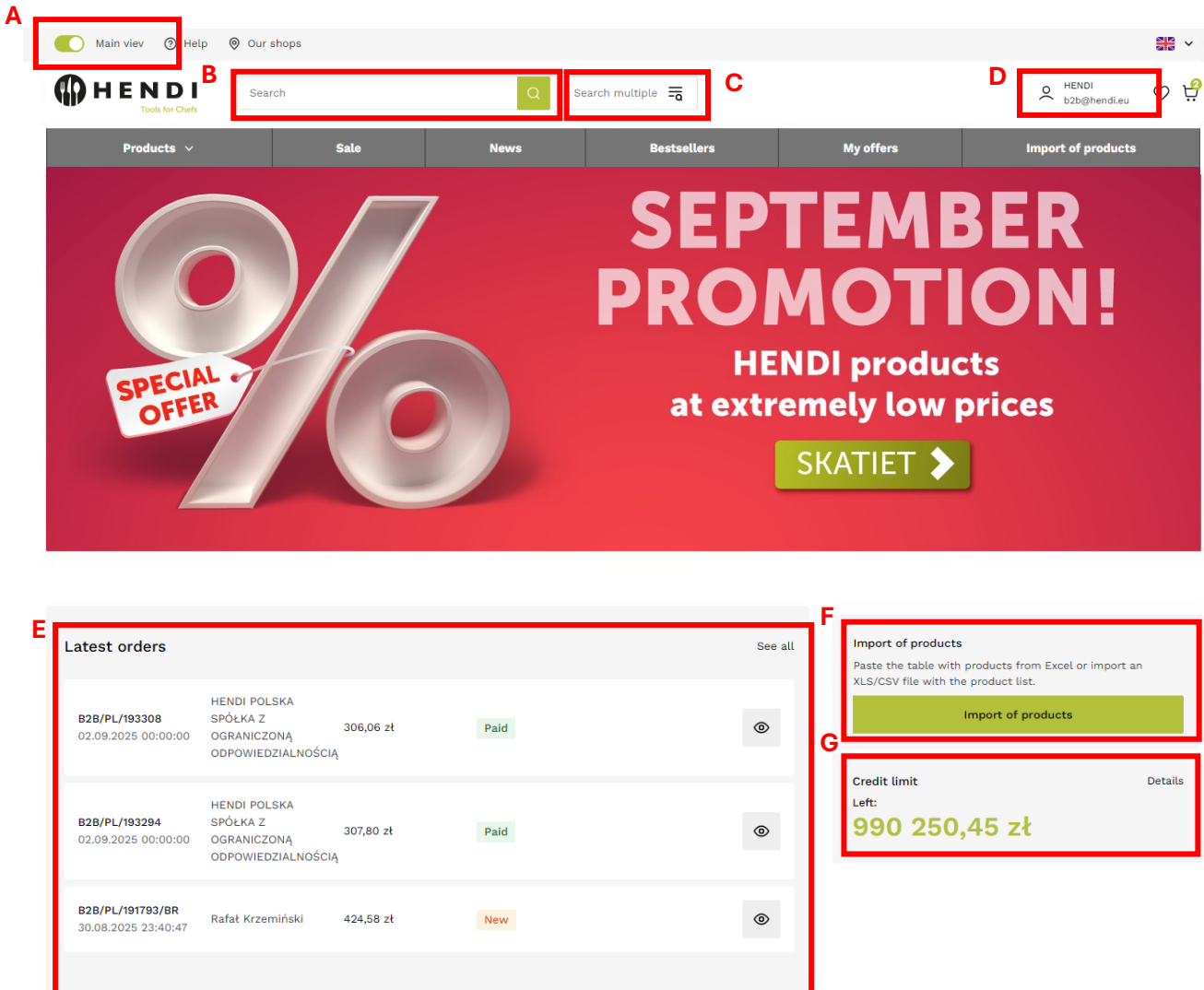
Moving to a new page, enter the email address to which the account has been assigned and click **Reset Password**. As confirmation we will receive an appropriate message.



A message with a link to the password reset page will be sent to the email address provided. Enter the new password and click **Reset password**. If you don't receive an email, please check your SPAM folder.



If everything has been done correctly we will be taken directly to the main page of the B2B platform.


Home page


The screenshot shows the HENDI home page interface. At the top, there is a navigation bar with a 'Main view' toggle (A), 'Help', and 'Our shops' links. Below this is the HENDI logo and a search bar (B) with a 'Search multiple' option (C). A user profile dropdown (D) shows the email 'HENDI bzb@hendi.eu'. The main banner features a 'SEPTEMBER PROMOTION!' with 'HENDI products at extremely low prices' and a 'SKATIET' button. Below the banner, there are several sections: 'Latest orders' (E) showing a table of recent orders, 'Import of products' (F) with a button to import products, and 'Credit limit' (G) showing a remaining balance of 990 250,45 zł.

Order ID	Customer	Amount	Status
B2B/PL/193308 02.09.2025 00:00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	306,06 zł	Paid
B2B/PL/193294 02.09.2025 00:00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	307,80 zł	Paid
B2B/PL/191793/BR 30.08.2025 23:40:47	Rafał Krzemiński	424,58 zł	New

After logging into the platform, you will be presented with the home page, where you can find, among other things:

- A) **Change view mode** - the ability to change the page view from Main/Full to Simplified, which is limited to adding orders
- B) **Product search engine**
- C) **Search multiple** - allows you to search for several products by SKU at the same time.
- D) **Customer panel**
- E) **Listing with recent orders**
- F) **Import of products** - possibility to import products with their quantity from .XLS/.CSV file
- G) **Credit limit** - information showing currently remaining credit limit



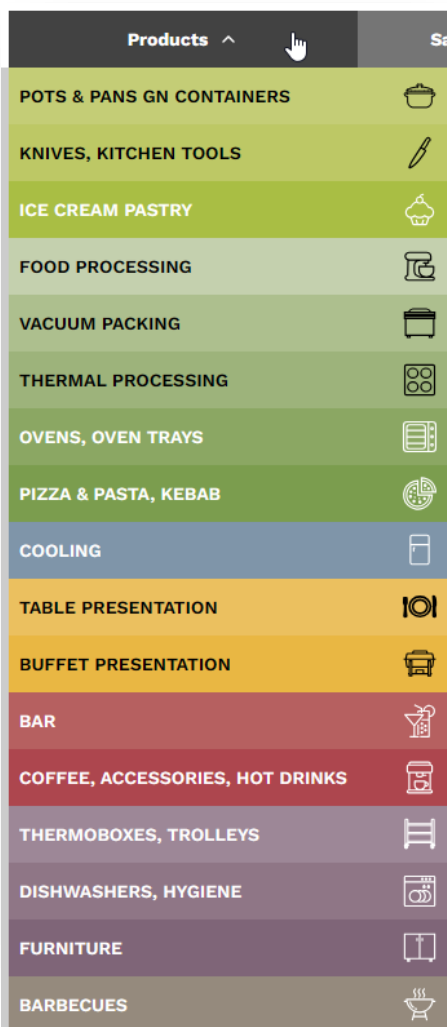
Product search

Hendi's B2B platform allows you to search for products in three ways:

- categories
- search bar
- search multiple module

1. Categories

To search for the product you are interested in, select the appropriate category from the list located in the menu under the **Products** button.



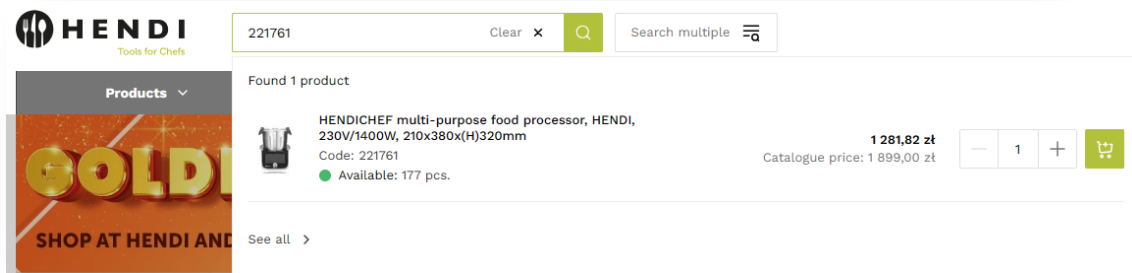
Did you know?

The category menu has been arranged according to the category list contained in the paper catalog.

2. Search bar

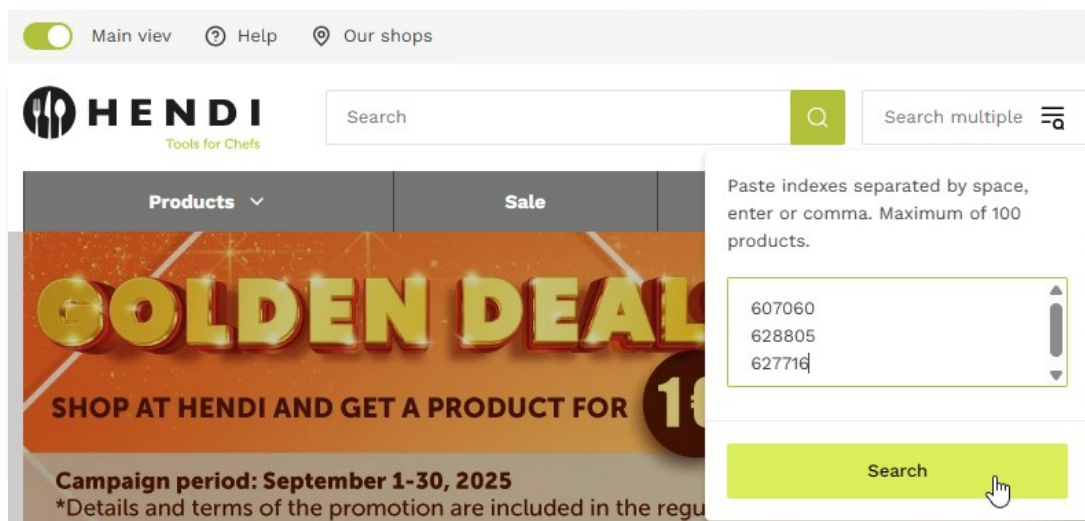
Another way to search for products is the "Search bar".

To find the product you are interested in, just enter the Product Code or Product Name in the field shown below and after a moment a hint of the product you are looking for will appear. After clicking **ENTER**, you will be taken to the search page.



3. Search Multiple

With this option, we can search for up to **100 products** by pasting their SKU (product code) separated by space, enter or comma.



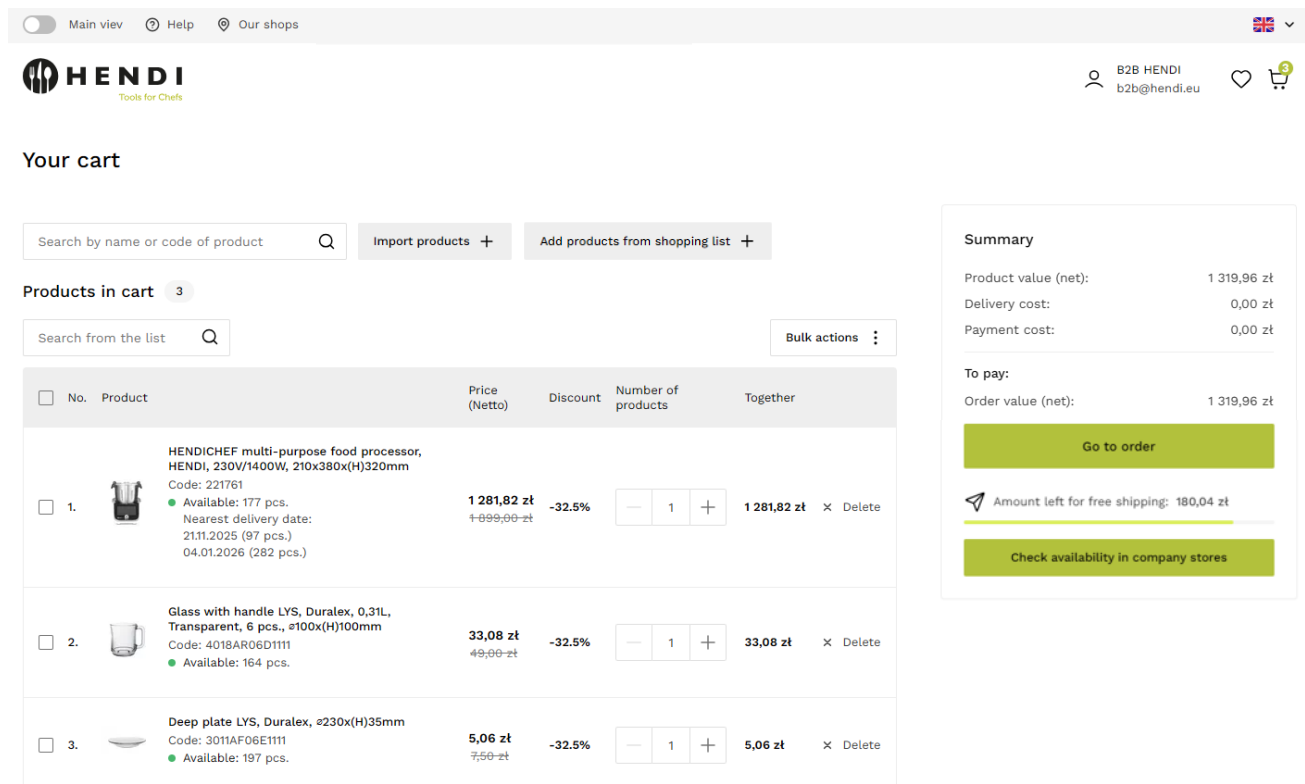


Main view

The **Main View** option, located in the top left corner, allows you to switch the page layout from the extended version - which includes a banner, product search, and menu bar, etc. - to a simplified one



Simplified view is limited to displaying only the shopping cart, where we can add products and fully place an order.






Your cart

Search by name or code of product

Products in cart 3

Search from the list

<input type="checkbox"/>	No.	Product	Price (Netto)	Discount	Number of products	Together	
<input type="checkbox"/>	1.	 HENDICHEF multi-purpose food processor, HENDI, 230V/1400W, 210x380x(H)320mm Code: 221761 Available: 177 pcs. Nearest delivery date: 21.11.2025 (97 pcs.) 04.01.2026 (282 pcs.)	1 281,82 zł 1 899,00 zł	-32.5%	<input type="button" value="-"/> 1 <input type="button" value="+"/>	1 281,82 zł	<input type="button" value="x"/> Delete
<input type="checkbox"/>	2.	 Glass with handle LYS, Duralex, 0,31L, Transparent, 6 pcs., ø100x(H)100mm Code: 4018AR06D1111 Available: 164 pcs.	33,08 zł 49,00 zł	-32.5%	<input type="button" value="-"/> 1 <input type="button" value="+"/>	33,08 zł	<input type="button" value="x"/> Delete
<input type="checkbox"/>	3.	 Deep plate LYS, Duralex, ø230x(H)35mm Code: 3011AF06E1111 Available: 197 pcs.	5,06 zł 7,50 zł	-32.5%	<input type="button" value="-"/> 1 <input type="button" value="+"/>	5,06 zł	<input type="button" value="x"/> Delete

Summary

Product value (net): 1 319,96 zł
 Delivery cost: 0,00 zł
 Payment cost: 0,00 zł

To pay:
 Order value (net): 1 319,96 zł

Customer panel

The customer panel is our command center. Addition to the basic data of our company, available credit limit or addresses of our customers, we will find there several other important sections. The availability of each section depends on the user's current role.

1. Summary

Going to the Customer Panel, the first and at the same time the main page is the Summary section. Here we can find information about:

- A. Credit limit** - a breakdown of currently used and available funds and the amount of our total limit.
- B. Overdue invoices** - a table with unpaid invoices. Addition to basic invoice data, we have the option to download the invoice.
- C. Recent orders placed**

- Summary
- Order history
- Billing documents
- Shopping lists
- My offers
- My clients
- My products
- Complaints
- Comparisons
- XML Product Catalog
- Address book
- Users
- Account settings
- Notifications

Summary

A **Credit limit**

used credit: 9 749,55 zł	Available credit: 990 250,45 zł	Limit height: 1 000 000,00 zł
------------------------------------	---	---

[Application to change the limit](#)

B **Overdue invoices**

Document	Address	Value	Payment term	
Invoice FVAD/2025/01/00002 03.01.2025 Unpaid	Jan Kowalski test 2/2 02-097 Test Poland	809,33 zł	2025-01-10 237 days after the deadline	↓
Invoice FVD/2025/04/06396 29.04.2025 Unpaid	Firmowa 12 62-023 Robakowo Poland	1 733,58 zł	2025-05-06 121 days after the deadline	↓

C **Latest orders**

Order no	Order date	Ordering party	Value	Payment	Order status
B2B/PL/193294	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	307,80 zł	Unpaid	Paid
B2B/PL/193311	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	184,54 zł	Unpaid	Paid
B2B/PL/193308	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	306,06 zł	Unpaid	Paid

[See more](#)

2. Order history

Depending on your user role, order history is available either in FULL or only to the user placing orders. It is possible to search for an order by: product code, phone number, shipping number, order number, own order number, delivery address, email address, ordering user, payment status, order date, order type, and order status. By entering several pieces of information after the comma in the **Search** field, e.g., phone number and email address, you will get a more accurate result.

- Summary
- Order history**
- Billing documents
- Shopping lists
- My offers
- My clients
- My products
- Complaints
- Comparisons
- XML Product Catalog
- Address book
- Users
- Account settings
- Notifications

Order history

Order no	Order date	Ordering party	Value	Payment	Order status
B2B/PL/193308 ZOA/2025/9/01657	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	306,06 zł	Unpaid	Paid
B2B/PL/193311 ZOA/2025/9/01661	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	184,54 zł	Unpaid	Paid
B2B/PL/193294 ZOA/2025/9/01637	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	307,80 zł	Unpaid	Paid
B2B/PL/191793/BR ZOA/2025/8/18696	30.08.2025 23:40	Jan Kowalski	424,58 zł	Unpaid	New <input type="button" value="Pay up"/>
B2B/PL/191830 ZOA/2025/8/18634	30.08.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	93,82 zł	Unpaid	Paid

3. Billing documents

Here we can find invoices (both paid and unpaid) for our orders. As with order history, here you can also search for documents by invoice number, delivery address and payment status.

- Summary
- Order history
- Billing documents**
- Shopping lists
- My offers
- My clients
- My products
- Complaints
- Comparisons
- XML Product Catalog
- Address book
- Users
- Account settings
- Notifications

Billing documents

Overdue invoices

Document	Address	Value	Payment term
Invoice FVAD/2025/01/00002 03.01.2025 Unpaid	Rafał Krzemiński test 2/2 02-097 Test Poland	809,33 zł	2025-01-10 243 days after the deadline
Invoice FVD/2025/04/06396 28.04.2025 Unpaid	Firmowa 12 62-023 Robakowo Poland	1 733,58 zł	2025-05-06 127 days after the deadline

All invoices

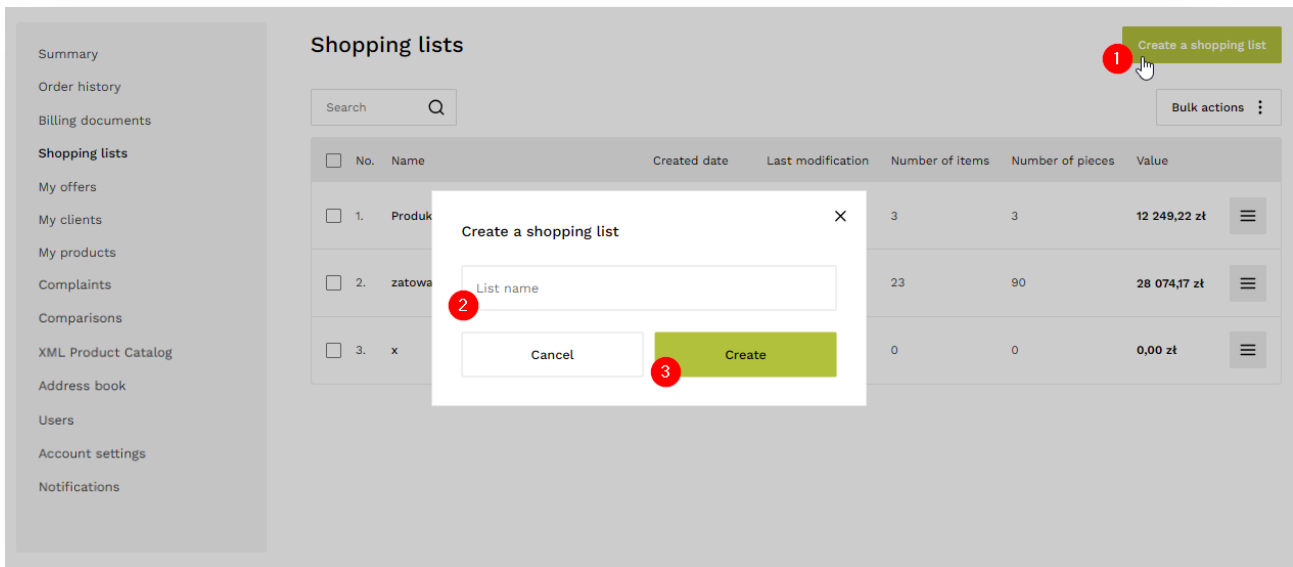
You can submit a return or complaint from the details of the billing document.

Document	Address	Value	Payment term
Invoice FG/2025/07/00085 31.07.2025 Paid	Firmowa 12 62-023 Robakowo Poland	355,03 zł	2025-08-07

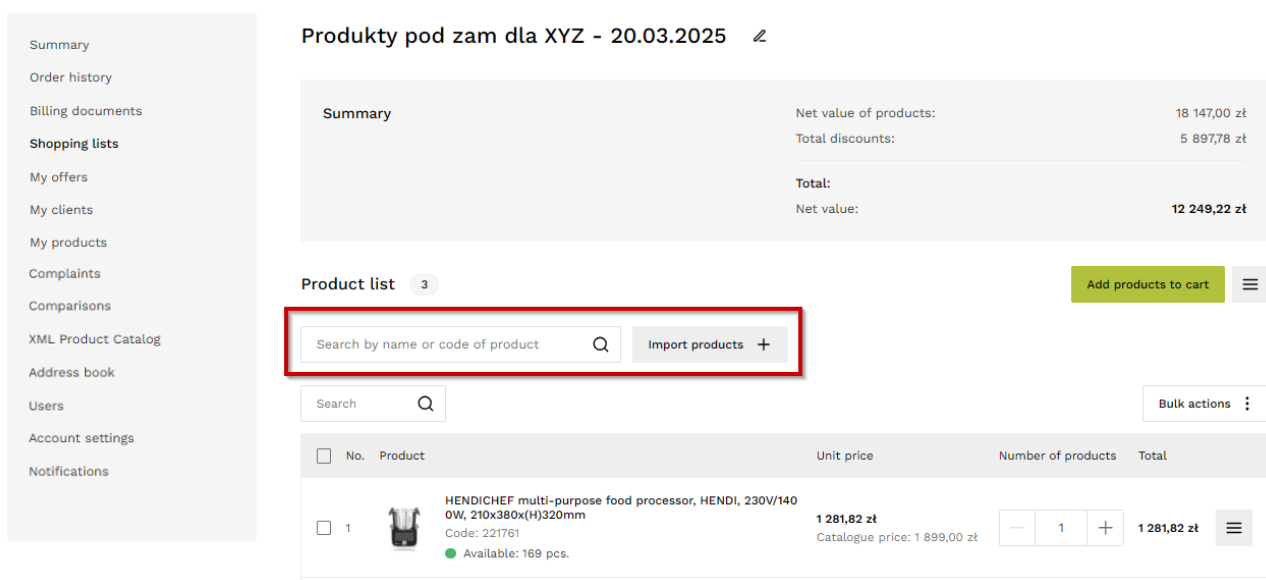
4. Shopping lists

If we have products that we frequently order or we have end customers for whom we often fulfill a similar set of products, we can use the option of purchasing lists. To create such a list, click

Create Shopping Lists, then provide a list name and click **Create**.



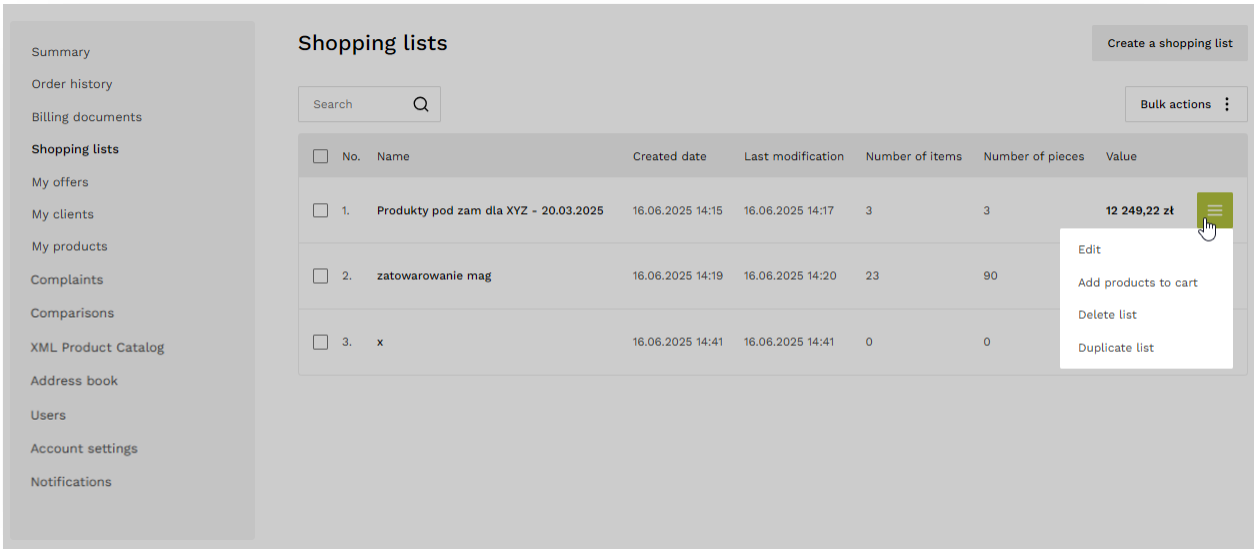
After creating the list, we will be taken to a page where we can add products using the search engine or importing products from a file.



The added products are automatically saved to the shopping list. To add products to the shopping cart, we click **Add products to cart**. We can add to the shopping cart all products from the list or only those which we have previously selected.

from the listing, we can manage our shopping lists by:

- **edit,**
- **add products to cart,**
- **duplicate list,**
- **delete list.**



Shopping lists Create a shopping list

Search

Bulk actions ⋮

<input type="checkbox"/>	No.	Name	Created date	Last modification	Number of items	Number of pieces	Value	
<input type="checkbox"/>	1.	Produkty pod zam dla XYZ - 20.03.2025	16.06.2025 14:15	16.06.2025 14:17	3	3	12 249,22 zł	⋮
<input type="checkbox"/>	2.	zatarowanie mag	16.06.2025 14:19	16.06.2025 14:20	23	90		
<input type="checkbox"/>	3.	x	16.06.2025 14:41	16.06.2025 14:41	0	0		

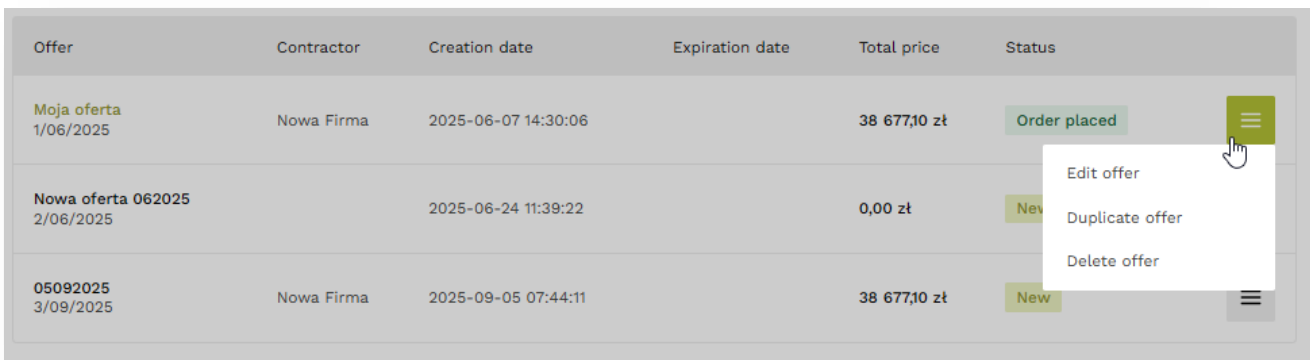
Dropdown menu options:

- Edit
- Add products to cart
- Delete list
- Duplicate list

5. My offers

In this section we will find a list of all offers that have been created. Additionally, from this level we can upload **our company logo**, **create a new offer** (detailed instructions on [page 36](#)) and from the list we can:

- **Edit an offer**
- **Duplicate an offer**
- **Delete an offer**



Offer	Contractor	Creation date	Expiration date	Total price	Status	
Moja oferta 1/06/2025	Nowa Firma	2025-06-07 14:30:06		38 677,10 zł	Order placed	⋮
Nowa oferta 062025 2/06/2025		2025-06-24 11:39:22		0,00 zł	New	
05092025 3/09/2025	Nowa Firma	2025-09-05 07:44:11		38 677,10 zł	New	⋮

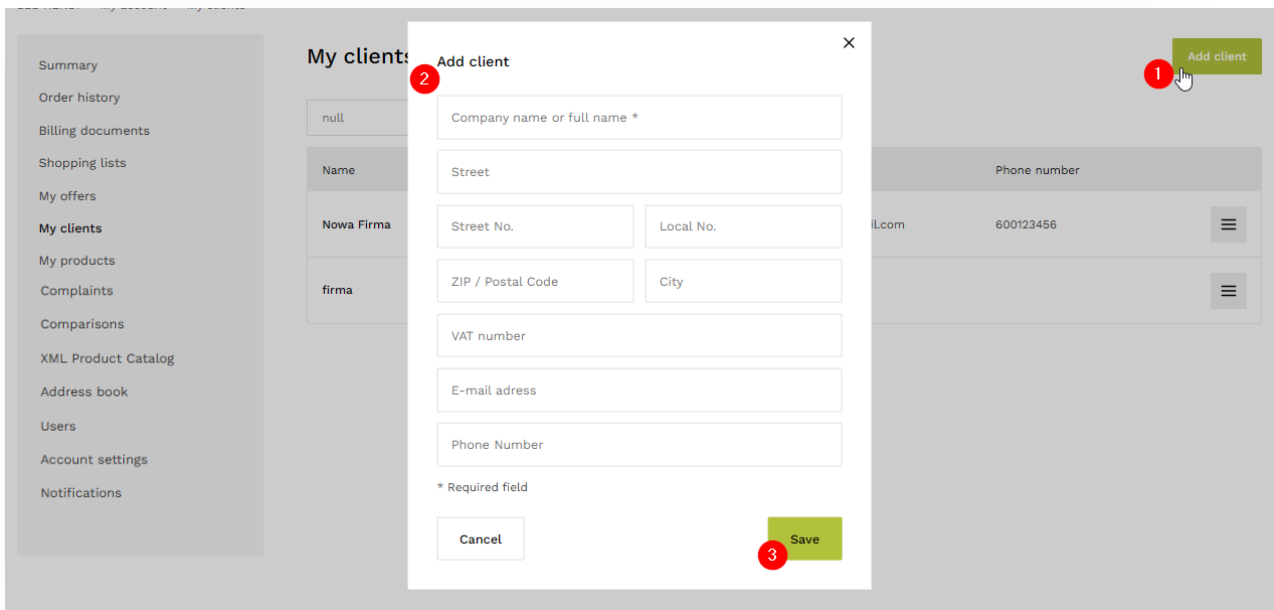
Dropdown menu options:

- Edit offer
- Duplicate offer
- Delete offer

6. My clients

In order to prepare a full offer for our client, we need to add him to our client base in advance. This can be done while creating an offer or from the **My clients** section.

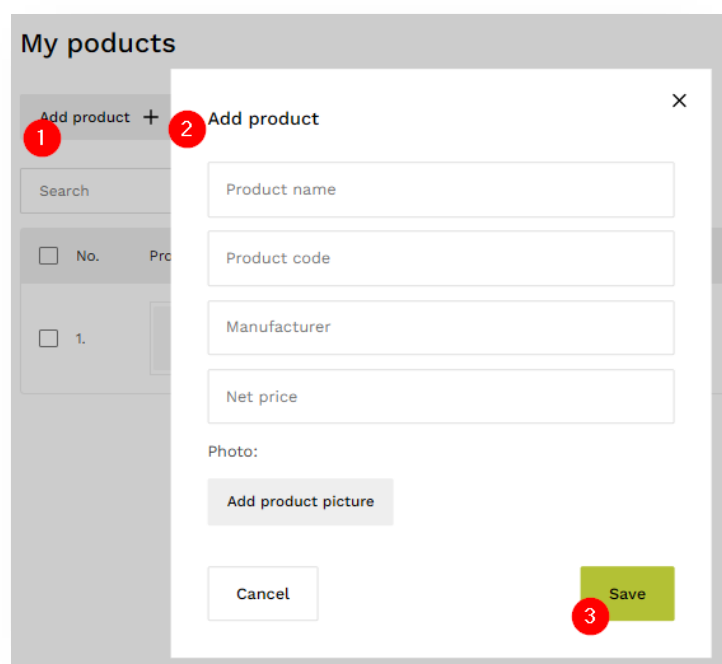
To add a new contractor from My Contractors, click **Add client**, then fill in the address information and click **Save**.



7. My products

When building an offer for our customer, we can use HENDI products as well as our own products that come from our warehouse. We can add such products individually, product by product, or by importing a previously created .XLS/.CSV file.

To add products individually, you need to click **Add Product**, then fill in product data including photo and click **Save**.



The second of the mentioned options is to import from an .XLS/.CSV file. However, in order for the products to be imported correctly, you first need to create an .XLS/.CSV file, in which you create two columns with:

- **Product code**
- **Product name**

	A	B	C	D	E	F
1	code	name				
2	MKF1121S	piec				
3	221761	XYZ				
4	208984	ABC				
5	471005	CBA				
6	507025	CD				
7						

If our file is ready to import then we click **Browse** and select our product file.

Import of products ×

Import an XLS or CSV file with your product list.

Browse

The first row contains the column names

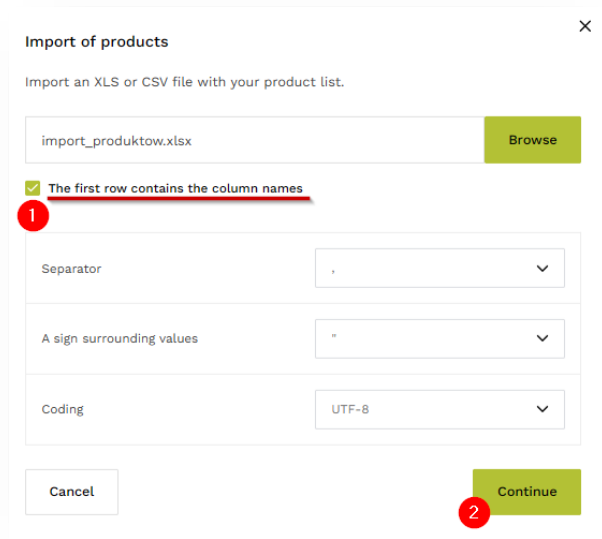
Separator ▼

A sign surrounding values ▼

Coding ▼

If in our file we have added the aisle of columns in the first row, we check the option **The first row contains the column names** and we click **Continue**.

On the next view, we point to the sheet from our imported file in which the data is located and check if the name of the fields is properly mapped with the columns in our file. If everything agrees then we click **Continue** and wait for the products to be imported.



Import of products

Import an XLS or CSV file with your product list.

import_produkto.xlsx Browse

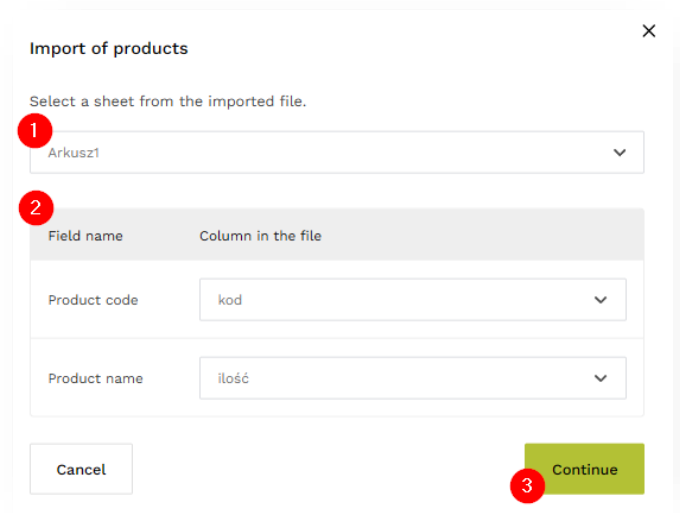
The first row contains the column names

Separator: ,

A sign surrounding values: "

Coding: UTF-8

Cancel Continue



Import of products

Select a sheet from the imported file.

Arkusz1

Field name	Column in the file
Product code	kod
Product name	ilość

Cancel Continue

After performing the above steps, the products should be imported correctly and will be visible on the list in the my products section.

My products

Add product + Import products +

Search Polski PLN Bulk actions ⋮

<input type="checkbox"/>	No.	Product	Net price	
<input type="checkbox"/>	1.	oven Manufacturer name: X Code: MKF511SKKPU	35 000,00 zł	
<input type="checkbox"/>	2.	2 Manufacturer name: OLIMP Code: 221761	11 000,00 zł	
<input type="checkbox"/>	3.	5 Manufacturer name: ALFA Code: 208984	1 234,00 zł	
<input type="checkbox"/>	4.	15 Manufacturer name: OMEGA Code: 471005	7 999,00 zł	
<input type="checkbox"/>	5.	10 Manufacturer name: OMEGA Code: 507025	499,00 zł	

8. Complaints

The Complaints section has a list of complaint requests. We can filter the claims by claim number, billing document number, submitter, claim date and status.

- Summary
- Order history
- Billing documents
- Shopping lists
- My offers
- My clients
- My products
- Complaints**
- Comparisons
- XML Product Catalog
- Address book
- Users
- Account settings
- Notifications

Complaints Make complaint

🕒 You can submit a complaint from the details of the billing document to which the complaint relates. Go to [Billing documents](#)

Report number	Document No	Filing date	Reporter	Status
RMA/PL/111149	FG/2025/06/00031	2025-08-28 12:47:38	B2B HENDI	New
RMA/PL/111148	FG/2025/07/00048	2025-08-28 09:06:23	B2B HENDI	New
RMA/PL/111146	FG/2023/10/00012	2025-08-25 09:26:43	B2B HENDI	New
RMA/PL/111145	FG/2023/10/00012	2025-08-25 09:26:42	B2B HENDI	New
RMA/PL/111144	FG/2023/10/00012	2025-08-25 09:26:40	B2B HENDI	New

Moving to a selected ticket, we will find the details of the reporting person and the address of the product location.

Complaint No. RMA/PL/111122

Complaint Number	Filing date	Reporter	Status
RMA/PL/111122	2025-06-26 13:04:21	B2B HENDI	New

Applicant's details

Rafat Krzemiński
test 2 2
02-097 Test
Poland
Tax Identification Number: 00032165498
Tel.: 6023456789

Bank account number for refund

Product location

Rafat Krzemiński
test 2 2
02-097 Test
Poland
Tax Identification Number: 00032165498
Tel.: 6023456789

For full instructions on how to report a claim for goods, see [page 41](#).

9. Comparisons

In the comparisons section we can compare products in terms of technical data.

Visible 1-2 from 2 products

Show differences

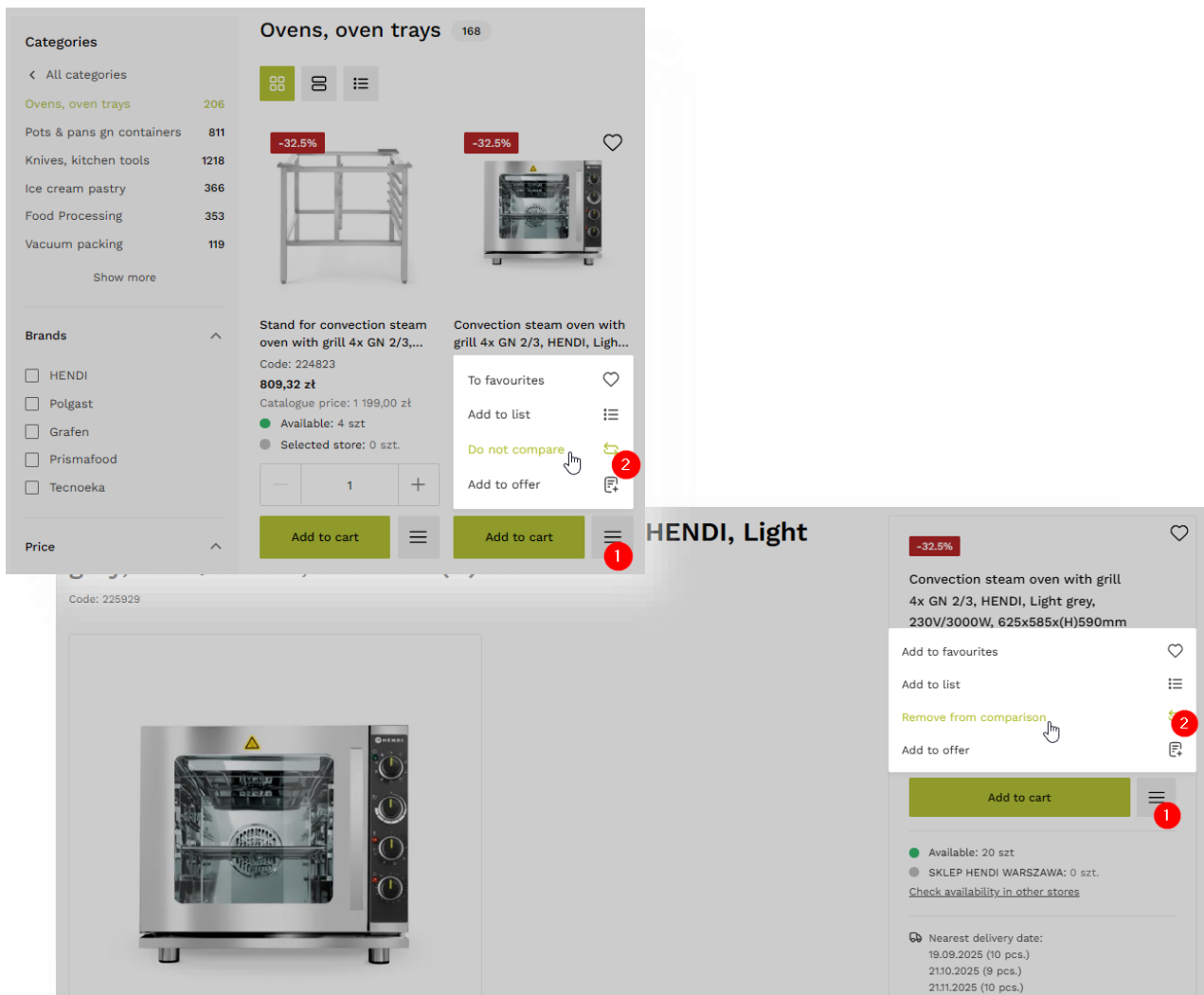
Convection steam oven with grill 4x GN 2/3, HENDI, Light...

Convection oven H90, HENDI, 62L, 230V/2670W,...

Full specification

Height (mm)	590	572
Timer	120	120
Power (input) (W)	3000	2670
Length (mm)	625	595
Width (mm)	585	624

In order to compare the products, we have to add them from the list or product card level, by clicking the button with three horizontal dashes and choosing **Compare/Add to compare**.



Ovens, oven trays 168

Categories: < All categories, Ovens, oven trays (206), Pots & pans gn containers (811), Knives, kitchen tools (1218), Ice cream pastry (366), Food Processing (353), Vacuum packing (119). Show more

Brands: HENDI, Polgast, Grafen, Prismafood, Tecnoeka

Price

Stand for convection steam oven with grill 4x GN 2/3, HENDI, Light grey, Code: 224823, 809,32 zł, Catalogue price: 1199,00 zł, Available: 4 szt, Selected store: 0 szt.

Convection steam oven with grill 4x GN 2/3, HENDI, Light grey, Code: 225929, 2099,00 zł, Catalogue price: 3099,00 zł, Available: 20 szt, Selected store: 0 szt.

Convection steam oven with grill 4x GN 2/3, HENDI, Light grey, Code: 225929, 2099,00 zł, Catalogue price: 3099,00 zł, Available: 20 szt, Selected store: 0 szt.

Convection oven H90, HENDI, 62L, 230V/2670W, Code: 225929, 2099,00 zł, Catalogue price: 3099,00 zł, Available: 20 szt, Selected store: 0 szt.

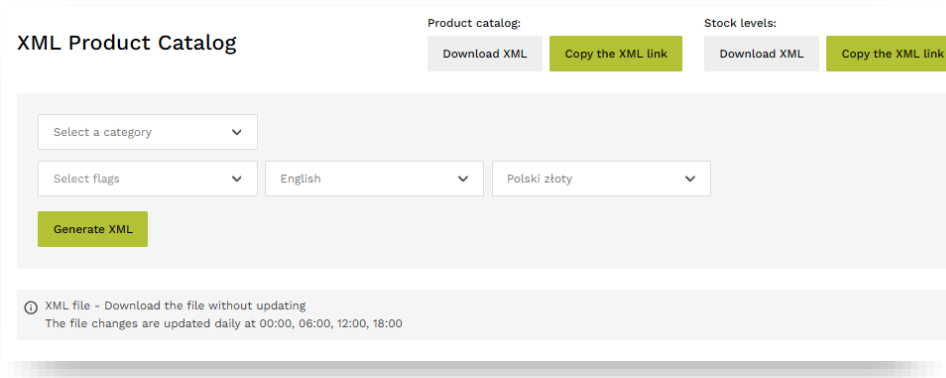
Remove from comparison

Nearest delivery date: 19.09.2025 (10 pcs.), 21.10.2025 (9 pcs.), 21.11.2025 (10 pcs.)

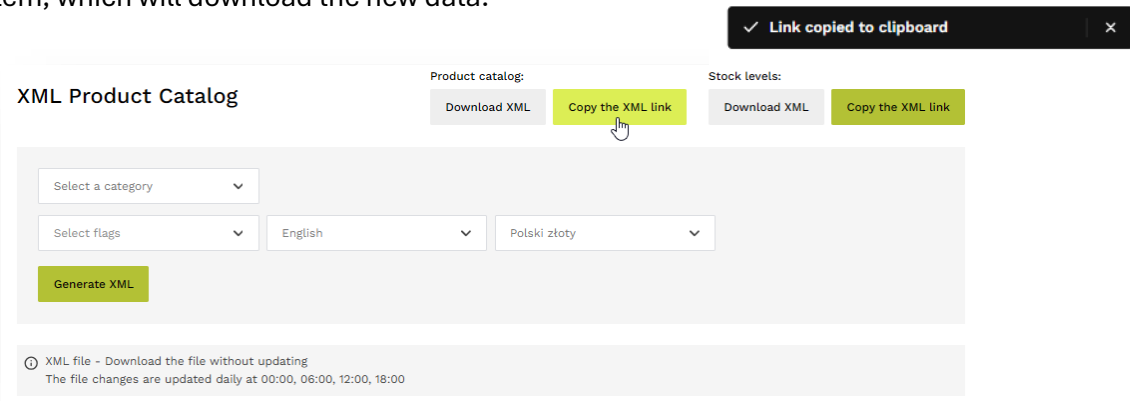
10. XML product catalog

From the level of this section, we can download data with products and their inventory in the form of an XML file. An additional option is to copy a direct link to view the data from a web browser, or to pass the link to your own store system to automatically update the data.

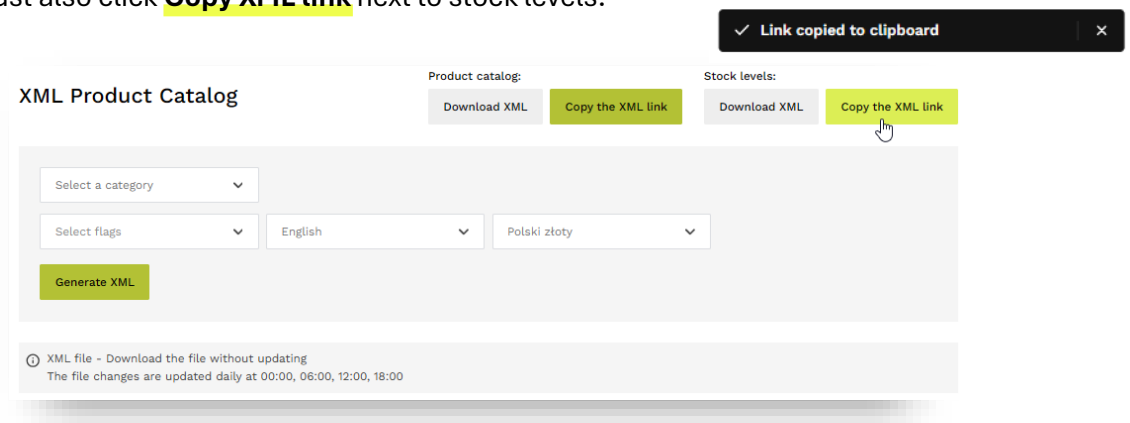
To generate a new XML file, click **Generate XML** and wait until a window appears with the with a choice of where to save the file.



To obtain a link to the XML file with products and stock levels, click **Copy XML link**. You will receive a notification confirming that the link has been copied. You can then paste the link into your browser or into your store system, which will download the new data.



However, if our system is configured to download data from two files - separately for products and stock levels - you must also click **Copy XML link** next to stock levels.

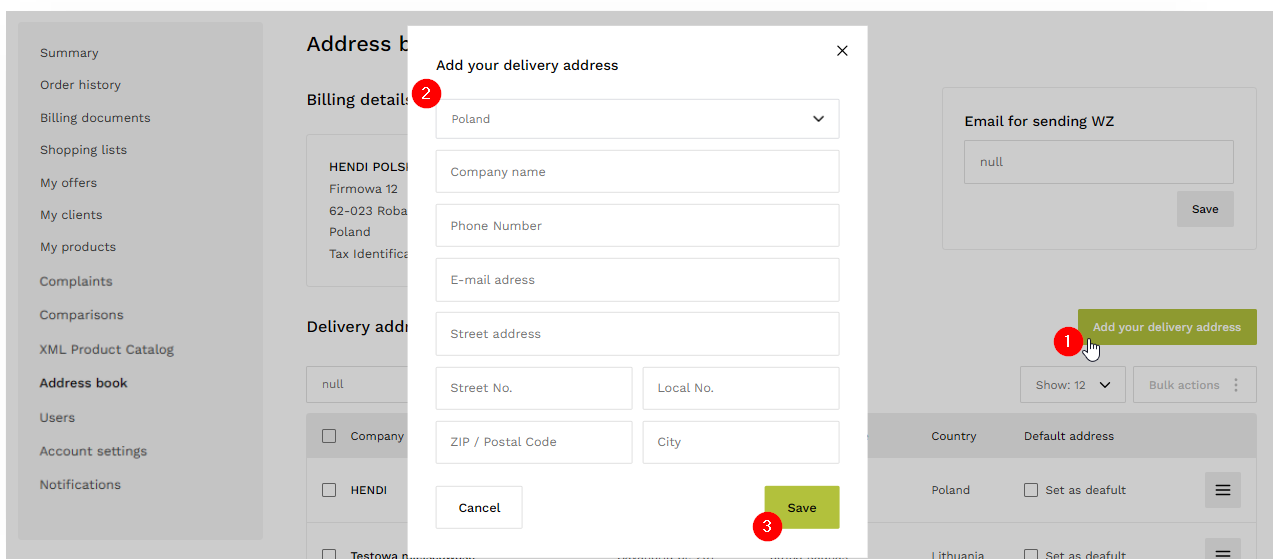


11. Address book

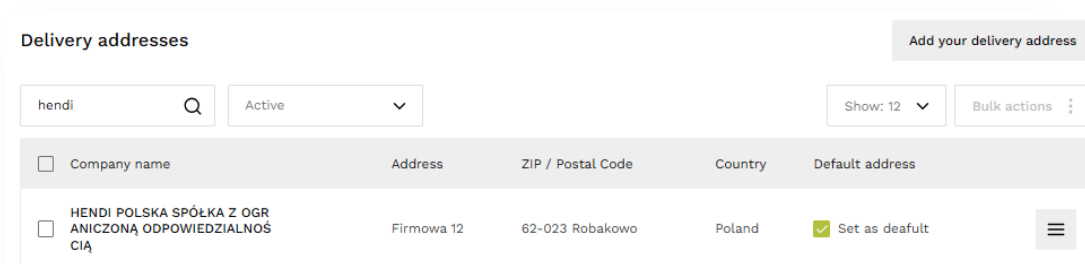
In the address book you will find delivery and pickup addresses. Additionally, from this level we can:

- add new delivery addresses
- set the default delivery address
- set the default email address for sending WZ documents (delivery notes)
- add a new pickup address

To add a new delivery address, click **Add delivery address**, then fill in the data and click **Save**.



To set the default delivery address, select the **Set as default** option next to the appropriate address.



With the option above, when placing an order, we will always see the selected address in the delivery address field.

Delivery and payment

Select delivery address

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ CLEVER
 Firmowa 12
 62-023 Robakowo, Poland
 Tel.: 616587000 Edit

Select different delivery address

Add new delivery address

Select billing data

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ
 Firmowa 12
 62-023 Robakowo, Polska
 7792270344

However, if you want to select/add a delivery address for each order, you must **deselect** the default address option.

Delivery and payment

Select delivery address

Select different delivery address

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ... CLEVER
 Firmowa 12, 62-023 Robakowo, Poland, Tel.: 616587000 Edit

Add new delivery address

Select billing data

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ
 Firmowa 12
 62-023 Robakowo, Polska
 7792270344

To set the default email address for sending delivery note documents in PDF, enter the email address in **the Email for sending WZ field**.

Address book

Billing details

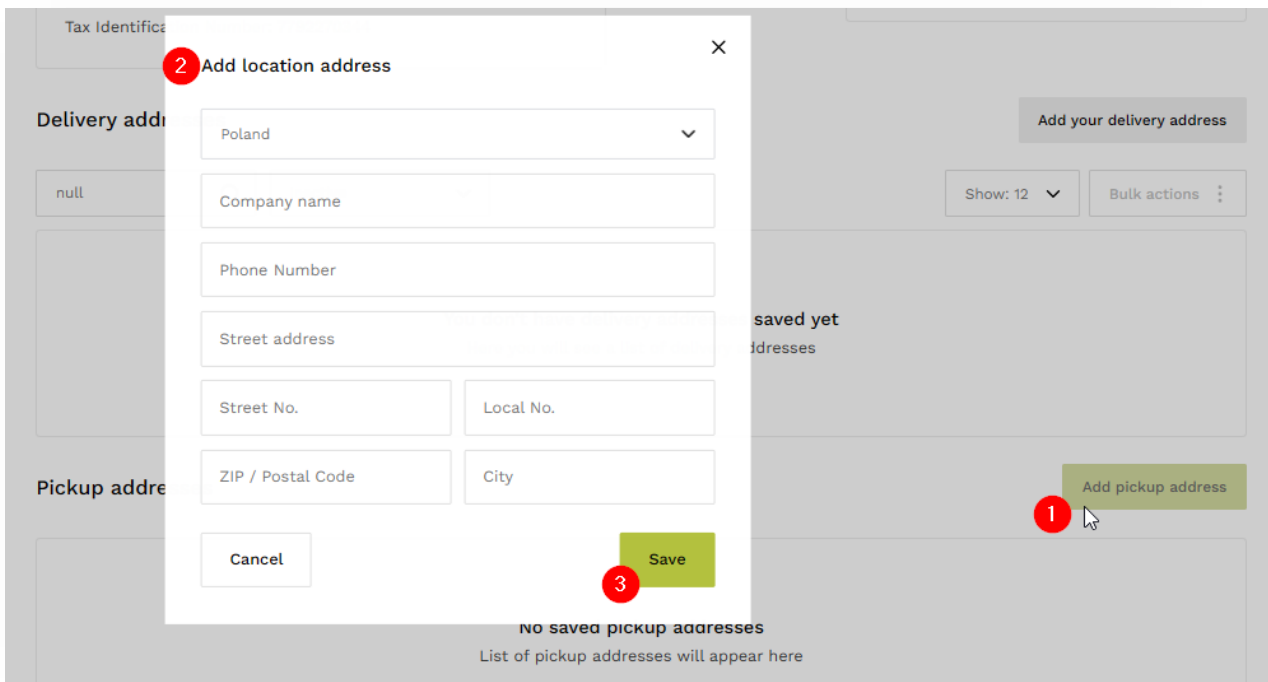
HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ
 Firmowa 12
 62-023 Robakowo
 Poland
 Tax Identification Number: 7792270344

Email for sending WZ

Email address

This means that when placing an order, the email address for sending the WZ document will be automatically filled in.

To **add a new goods pickup address**, go to the bottom of the page and click **Add pickup address**. Then complete the address details and click **Save**.



The screenshot displays a web interface with a modal window titled "Add location address" (marked with a red circle 2). The modal contains the following fields:

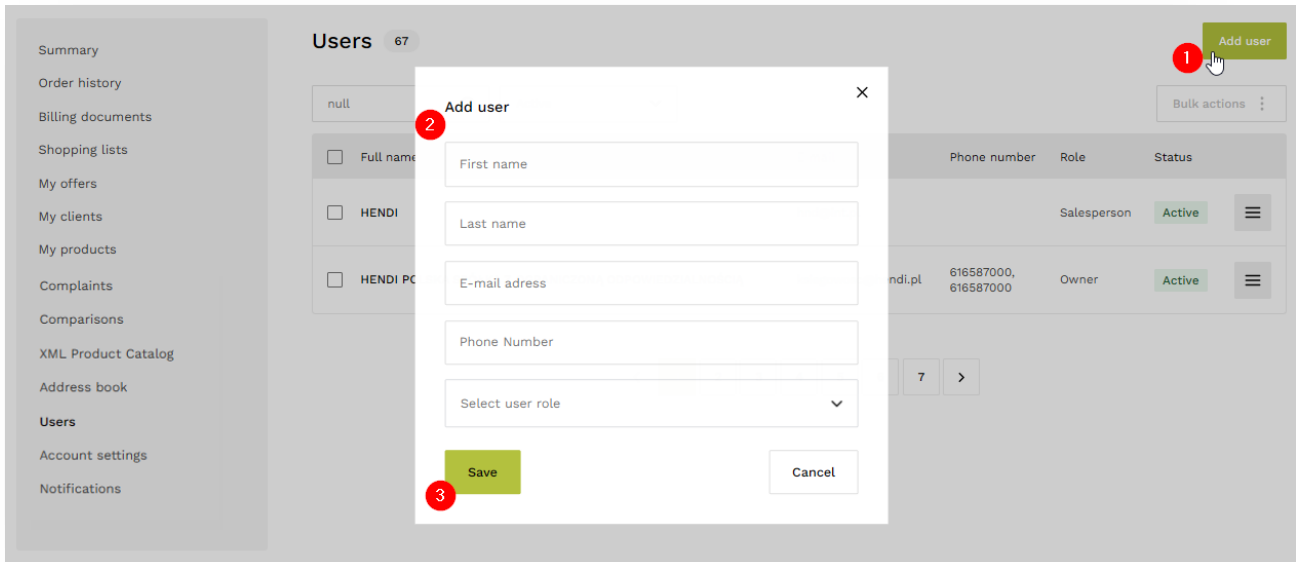
- Country: Poland (dropdown menu)
- Company name
- Phone Number
- Street address
- Street No. and Local No. (split input fields)
- ZIP / Postal Code and City (split input fields)
- Buttons: Cancel and Save (marked with a red circle 3)

In the background, the "Add pickup address" button (marked with a red circle 1) is visible on the right side of the page. Below the modal, the text "No saved pickup addresses" and "List of pickup addresses will appear here" is displayed.

12. Users

From this section, we can add new users and edit already created accounts.

To add a new user, click **Add user**, then enter the user's data and assign the appropriate role.



Available user roles:

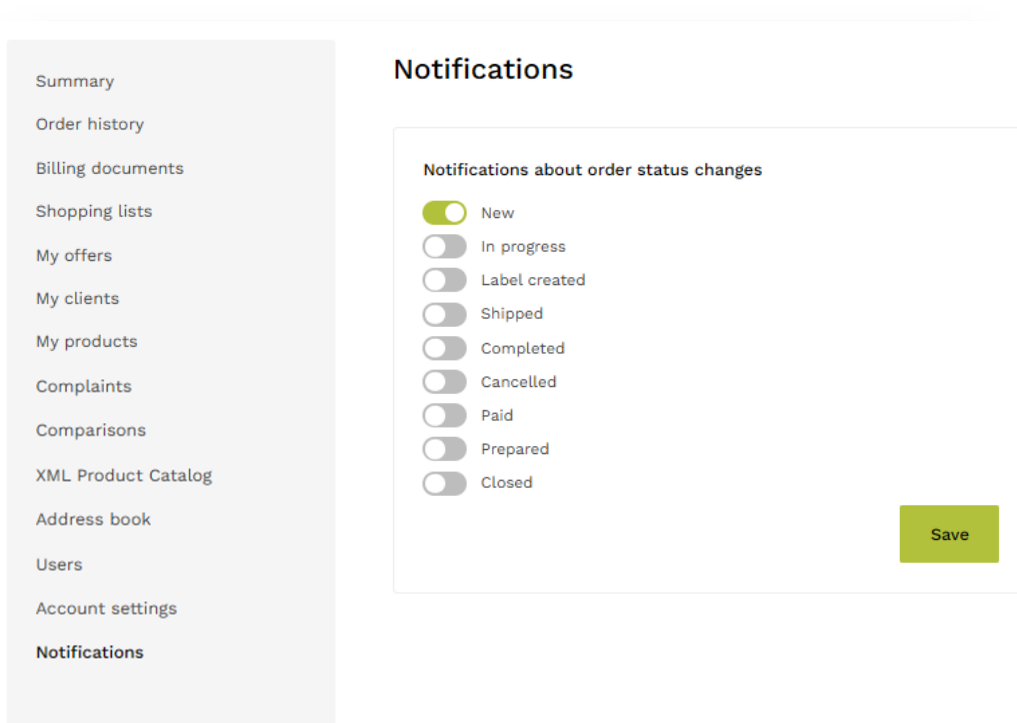
Role	Owner	Manager	Viewer	Accountant	Salesperson	Offer	Client	Export Client	Key Manager	Key Account	Salesperson Pro
Product Catalog	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Price visibility	✓	✓			✓		✓	✓	✓	✓	✓
Stock visibility	✓	✓			✓		✓	✓	✓	✓	✓
Creating orders	✓	✓			✓		✓	✓	✓	✓	✓
Order history	✓	✓			✓		✓		✓	✓	✓
Billing documents	✓	✓		✓	✓		✓		✓	✓	✓
Complaints	✓	✓							✓	✓	✓
Returns	✓	✓							✓	✓	✓
Address book	✓	✓			✓		✓	✓	✓	✓	✓
Creating offers	✓	✓			✓	✓		✓			✓
Shopping lists	✓	✓	✓		✓		✓	✓	✓	✓	✓
My products	✓	✓			✓			✓			✓
My clients	✓	✓			✓			✓			✓
XML Product Catalog	✓	✓						✓			✓
User management	●	●							✓		

13. Account settings

In this section we have information about our account. It is possible to change the data and password for the account.

14. Notifications

In the notifications section, we have the option to enable/disable receiving an email notification when a status change is made for orders and return and claim requests. Simply flip the switch next to the notification in question to enable/disable it.



The screenshot shows the 'Notifications' section of the HENDI account settings. On the left is a sidebar menu with the following items: Summary, Order history, Billing documents, Shopping lists, My offers, My clients, My products, Complaints, Comparisons, XML Product Catalog, Address book, Users, Account settings, and Notifications (which is highlighted). The main content area is titled 'Notifications' and contains a section 'Notifications about order status changes'. This section lists ten notification types, each with a toggle switch: New (checked), In progress, Label created, Shipped, Completed, Cancelled, Paid, Prepared, and Closed. A green 'Save' button is located at the bottom right of the notification settings area.

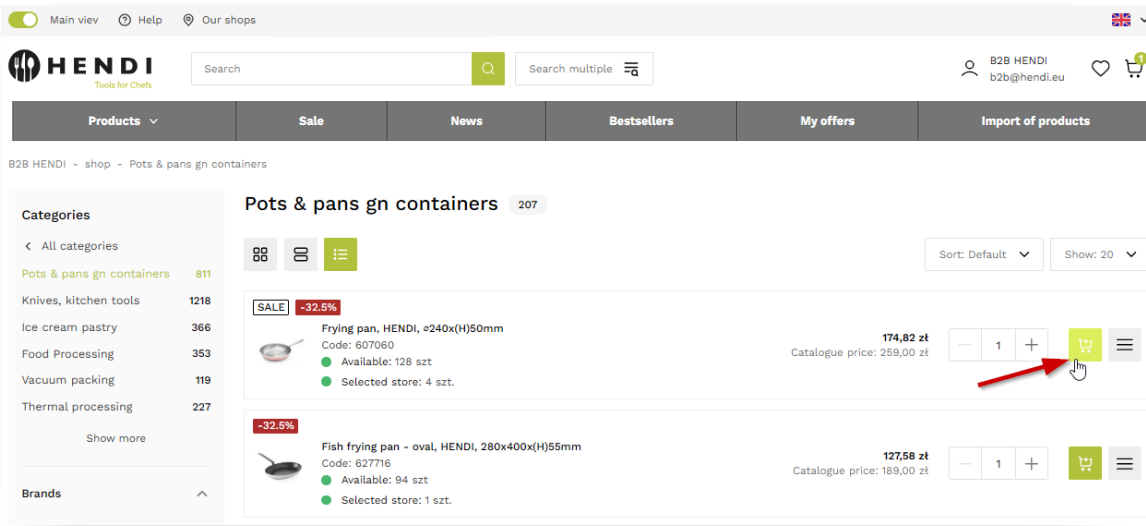


Creating orders

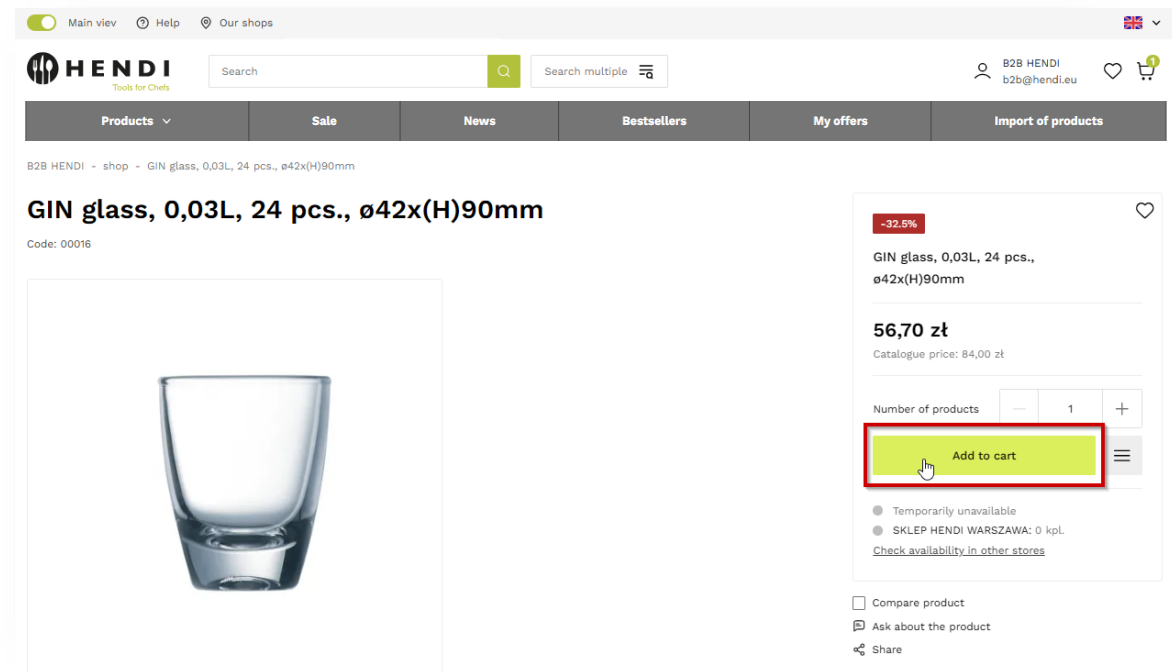
1. Adding products to the cart

Adding products to the shopping cart is possible from:

A. product listing



B. product card



C. cart

1 00016 Clear x Import products + Add products from shopping list +

Found 1 product

GIN glass, 0,03L, 24 pcs., ø42x(H)90mm
Code: 00016
EAN code: 26102149539
● Temporarily unavailable

56,70 zt
Catalogue price: 84,00 zt

- 1 + **2** Add

Add products to it to start placing your order

[Return to the store](#)

D. shopping list

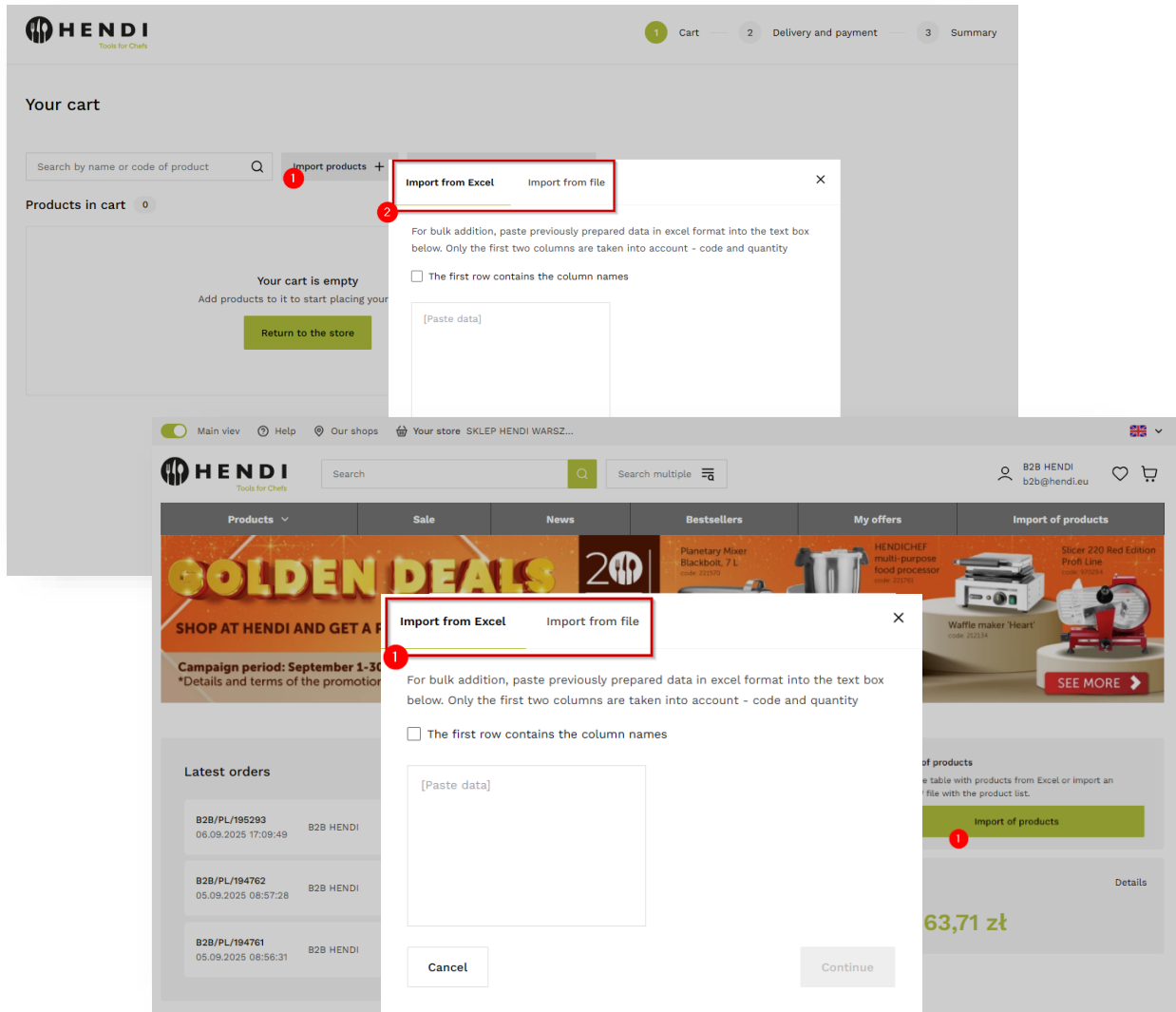
1 Search by name or code of product Q Import products + Add products from shopping list +

Products in cart 0

2 Add products from shopping list

No.	Name	Created date	Last modification	Number of items	Number of pieces	Value	
1.	Produkty ...	16-06-2025 14:15:09	16-06-2025 14:17:48	3	3	12 111,65 zt gross: 14 897,33 zt	Add products
2.	zataro...	16-06-2025 14:19:21	16-06-2025 14:20:14	23	90	26 753,55 zt gross: 32 906,87 zt	Add products
3.	x	16-06-2025 14:41:04	16-06-2025 14:41:04	0	0	0,00 zt gross: 0,00 zt	Add products

- A. import from an Excel table or a .xls/.csv file from either the shopping cart or homepage level (the entire process is described on [page 44](#)).



2. Division of orders into available, out of stock and unavailable products in a given country

The order can be divided into up to 3 parts due to the products:

- **Available** - products available in our stock
- **Missing** - products that we currently do not have in stock (/BR)
- **Unavailable in a given country** - products that are not available for sale in a given country (/CSR)

The relevant information will appear in the shopping cart:

Your cart

Your cart contains products that are unavailable in your country

Your cart contains products that are currently out of stock

Select one option below for products available in your country:

I want to order only products available in stock

I want to order both available and unavailable products

Choose order options for products unavailable in your country:

I don't want to order products unavailable in my country. I'm ordering only those available in my country

I want to order products unavailable in my country - only those in stock

I want to order products unavailable in my country - both in stock and out of stock

In addition, the products can be seen in one table

Import products +

Products in cart 3

Bulk actions ⋮

<input type="checkbox"/>	No.	Product	Price (Netto)	Discount	Number of products	Together
<input type="checkbox"/>	1.	Lava rocks - fine, HENDI, box Code: 152706 ● Available: 165 pcs.	5,58 € 9,30 €	-40%	- 1 +	5,58 € × Delete
<input type="checkbox"/>	2.	Pasta machine, HENDI, 230V/370W, 300x550x(H)540mm Code: 201619 ● Unavailable: Missing 1 pcs. Nearest delivery date: 10.09.2025 (4 pcs.)	1056,00 € 1760,00 €	-40%	- 1 +	1056,00 € × Delete
<input type="checkbox"/>	3.	Purity C 300 filter, Brita, 125x119x(H)466mm Code: 102826 ● Available: 51 pcs.	71,40 € 119,00 €	-40%	- 1 +	71,40 € × Delete

This product is not available for purchase in your country. Please contact your sales representative.

and in separate sections "XY"

Products available in stock 1

Order processed immediately

Summary **Quantity of products**
 Order value (net): 5,58 € 1 pcs.

Hide products

No.	Product	Price (Netto)	Discount	Number of products	Together
1.	 Lava rocks - fine, HENDI, box EAN code: 152706 Available: 165 pcs.	5,58 € 9,99 €	-40%	1	5,58 €

Products out of stock 1

BR Order - order placement with later fulfillment date

Summary **Quantity of products**
 Order value (net): 1056,00 € 1 pcs.

Hide products


No.	Product	Price (Netto)	Discount	Number of products	Together
1.	 Pasta machine, HENDI, 230V/370W, 300x550x(H)540mm EAN code: 201619 Unavailable: Missing 1 pcs.	1056,00 € 1760,00 €	-40%	1	1056,00 €

Products unavailable in your country - available in stock 1

Order "XY" Purchase of following products is not possible in your country. Contact your sales representative

Summary **Quantity of products**
 Order value (net): 71,40 € 1 pcs.

Hide products

No.	Product	Price (Netto)	Discount	Number of products	Together
1.	 Purity C 300 filter, Brita, 125x119x(H)466mm EAN code: 102826 Available: 51 pcs.	71,40 € 119,00 €	-40%	1	71,40 €

Before proceeding to the rest of the order, we need to choose what we want to do with our products

Your cart

ⓘ You have overdue invoices. You can only reserve products until you pay your invoices [See invoices](#)

ⓘ Your cart contains products that are unavailable in your country

ⓘ Your cart contains products that are currently out of stock

Select one option below for products available in your country:

- I want to order only products available in stock
- I want to order both available and unavailable products

Choose order options for products unavailable in your country:

- I don't want to order products unavailable in my country. I'm ordering only those available in my country
- I want to order products unavailable in my country - only those in stock
- I want to order products unavailable in my country - both in stock and out of stock

Then we click **Go to order**

No.	Product	Price (Netto)	Discount	Number of products	Together	
1.	Lava rocks - fine, HENDI, box Code: 152706 ● Available: 165 pcs.	5,58 € 9,30 €	-40%	1	5,58 €	× Delete
2.	Pasta machine, HENDI, 230V/370W, 300x550x(H)540mm Code: 201619 ● Unavailable: Missing 1 pcs.	1056,00 € 1760,00 €	-40%	1	1056,00 €	× Delete
3.	Purity C 300 filter, Brita, 125x119x(H)466mm Code: 102826 ● Available: 50 pcs.	71,40 € 119,00 €	-40%	1	71,40 €	× Delete

ⓘ This product is not available for purchase in your country. Please contact your sales representative.

Summary

Product value (net): 1132,98 €

Delivery cost: 0,00 €

Payment cost: 0,00 €

To pay:

Order value (net): 1132,98 €

Go to order

Free delivery

3. Delivery and payment method

After adding the products, we move to the next step, where we choose:

- A. delivery address
- B. delivery method
- C. payment method

Delivery and payment

A Select delivery address

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ CLEVER

Firmowa 12

62-023 Robakowo, Poland

Tel.: 616587000 Edit

Select different delivery address

Enter new delivery address

Select billing data

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ

Firmowa 12

62-023 Robakowo, Poland

7792270344

Summary

Product value (net):	2 696,58 zł
Delivery cost:	0,00 zł
Payment cost:	0,00 zł

To pay:

Order value (net):	2 696,58 zł
--------------------	-------------

Continue

Free delivery

B Select delivery method

Courier

Personal collection from Hendi's headquarters

C Select payment method

Bank transfer 7 days

Cash on delivery

Enter cash on delivery amount

 zł

If a default delivery address has been set in the address book, we can change it by clicking

Select different delivery address and then select an address from the list or use the search engine.

Search for an address by typing in the search field:
company name/name/name/street/city/postal code

Select delivery address

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ CLEVER

Firmowa 12

62-023 Robakowo, Poland

Tel.: 616587000 Edit

Select different delivery address

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOW... 2

Firmowa 12, 62-023 Robakowo, Poland, Tel.: 616587000

Search

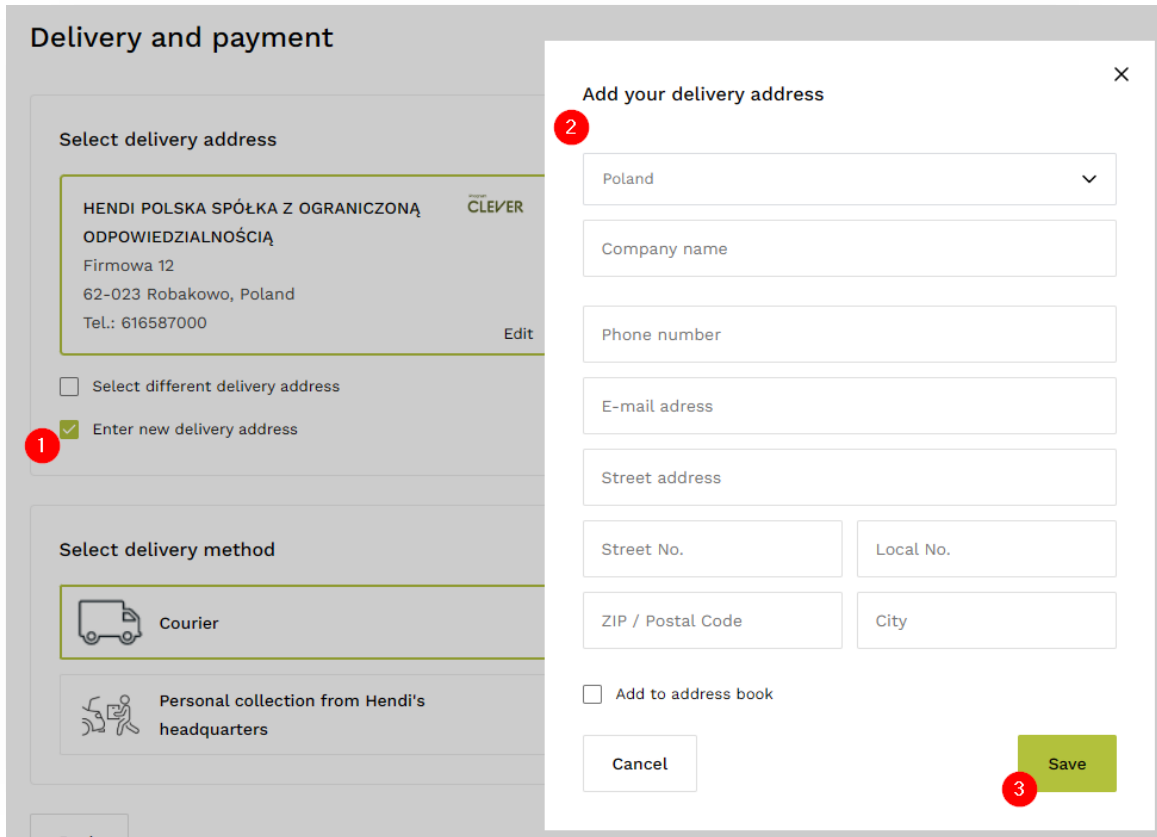
Test Jan kowalski

Testowa 1, 22-001 Brak, Polska, Tel.: 500123456

Testowa miejscowość

Savanorių pr. 201, 50193 Kaunas, Litwa, Tel.: 601123456

To add a new delivery address, click **Enter new delivery address**, fill in the address data and save. After saving the data, the shipping address will be substituted.



The screenshot shows the 'Delivery and payment' section of a web interface. On the left, under 'Select delivery address', there is a list of addresses. The first address is highlighted with a green border and a red circle '1' next to the 'Enter new delivery address' checkbox. The address details are: HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ (with a CLEVER logo), Firmowa 12, 62-023 Robakowo, Poland, Tel.: 616587000, and an 'Edit' button. Below this, there are two checkboxes: 'Select different delivery address' (unchecked) and 'Enter new delivery address' (checked, with a red circle '1'). Under 'Select delivery method', there are two options: 'Courier' (selected, with a red circle '1') and 'Personal collection from Hendi's headquarters'. On the right, a modal window titled 'Add your delivery address' is open, with a red circle '2' next to the title. The modal contains several input fields: a dropdown menu for 'Poland', 'Company name', 'Phone number', 'E-mail address', 'Street address', 'Street No.', 'Local No.', 'ZIP / Postal Code', and 'City'. At the bottom of the modal, there is an unchecked checkbox for 'Add to address book' (with a red circle '3' next to it), a 'Cancel' button, and a green 'Save' button (with a red circle '3' next to it).

If you want the new delivery address to be saved in your address book, you must also select the **Add to address book** option.

4. Summary

Going to the summary, we can see the delivery address, shipping method and payment method we selected earlier.

Summary

<p>Delivery address Change</p> <p>HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo, Poland Tel.: 616587000</p>	<p>Billing data Change</p> <p>HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo, Poland 7792270344</p>	<p>Summary</p> <p>Product value (net): 5 687,57 zł Delivery cost: 0,00 zł Payment cost: 0,00 zł</p> <hr/> <p>To pay:</p> <p>Order value (net): 5 687,57 zł</p> <p style="text-align: center; background-color: #8ebf3d; color: white; padding: 5px; margin: 5px 0;">Order</p> <p> Free delivery</p>
<p>Delivery method Change</p> <p> Courier</p>	<p>Payment method Change</p> <p> Bank transfer 7 days</p>	

In addition, we can specify:

Additional information - a place to enter information for the store staff

Information for the courier - a place to enter information for the courier

Custom order number - fill in when you want your order to be signed with some unique number


Email for WZ shipment - enter the email address to which the WZ document will be sent

<p>Additional info</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 20px;"> Enter your comments to the order </div>	<p>Note for courier</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 20px;"> Enter your comment for a courier </div>
<p>Custom order number</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 20px;"> Enter your custom order number </div>	<p>Email for sending WZ</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 20px;"> hendi@hendi.eu </div> <p style="text-align: right; margin-top: 5px;">Clear</p>

And below is a list of the items we've added to the cart


Stock levels and delivery

Products available in stock 1


 Order processed immediately

Summary **Quantity of products**
 Order value (net): 45,89 zł 1 pcs.

Hide products


No.	Product	Price (Netto)	Discount	Number of products	Together
1.	 Lava rocks - coarse, HENDI, bag EAN code: 152904 ● Available: 86 pcs.	45,89 zł 69,00 zł	-33.5%	1	45,89 zł

Products out of stock 1

 BR Order - order placement with later fulfillment date




Summary **Quantity of products**
 Order value (net): 41,90 zł 1 pcs.

Hide products

No.	Product	Price (Netto)	Discount	Number of products	Together
1.	 Bread basket GN 1/1, HENDI, 530x320x(H)90mm EAN code: 561102 ● Unavailable: Missing 1 pcs.	41,90 zł 63,00 zł	-33.5%	1	41,90 zł

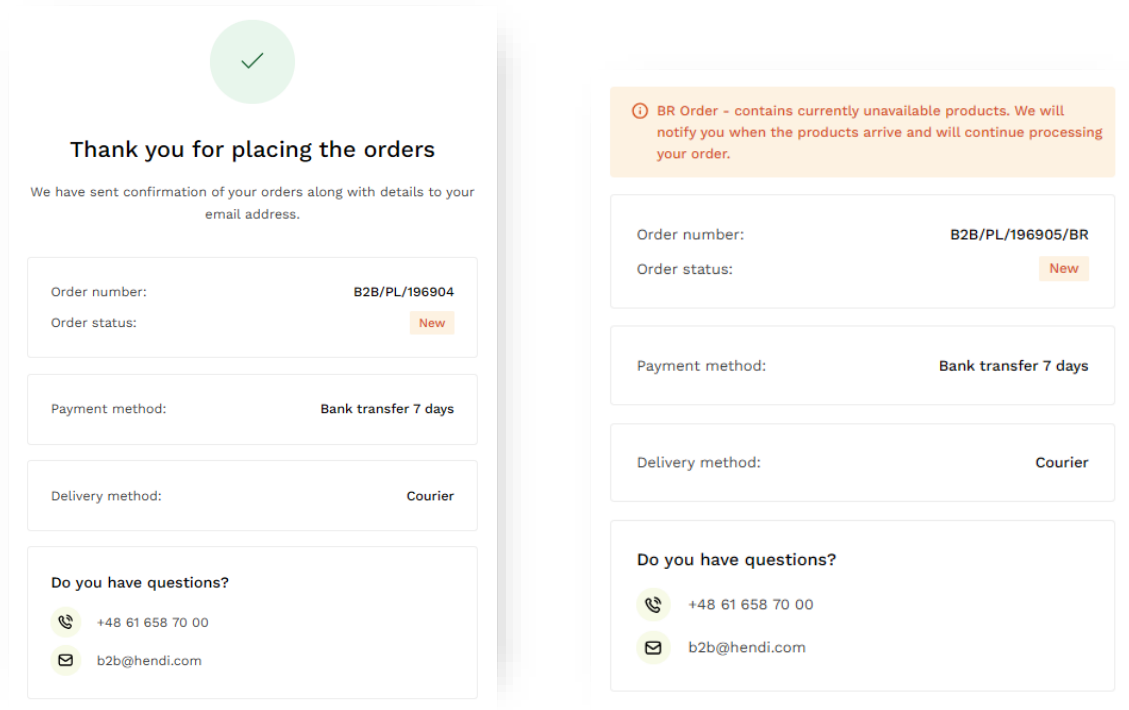
If all the entered data are correct and we have entered additional information, we click **Order**, which finishes the ordering process.


Summary

Delivery address Change HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo, Poland Tel.: 616587000	Billing data Change HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo, Poland 7792270344	Summary Product value (net): 5 687,57 zł Delivery cost: 0,00 zł Payment cost: 0,00 zł To pay: Order value (net): 5 687,57 zł <div style="border: 2px solid red; padding: 5px; text-align: center; background-color: #8ebf3e; color: white; font-weight: bold; margin: 5px 0;">Order</div>  Free delivery
Delivery method Change  Courier	Payment method Change  Bank transfer 7 days	

5. Order confirmation

As an order confirmation you will see an appropriate message with the order number included. If, at the same time, we ordered a product which is not in stock (NONE) or which we cannot buy in the given country, we will also receive a notification here.





Thank you for placing the orders


We have sent confirmation of your orders along with details to your email address.


Order number:	B2B/PL/196904
Order status:	New


Payment method:	Bank transfer 7 days
-----------------	----------------------

Delivery method:	Courier
------------------	---------

Do you have questions?

 +48 61 658 70 00

 b2b@hendi.com


 BR Order - contains currently unavailable products. We will notify you when the products arrive and will continue processing your order.


Order number:	B2B/PL/196905/BR
Order status:	New

Payment method:	Bank transfer 7 days
-----------------	----------------------

Delivery method:	Courier
------------------	---------

Do you have questions?

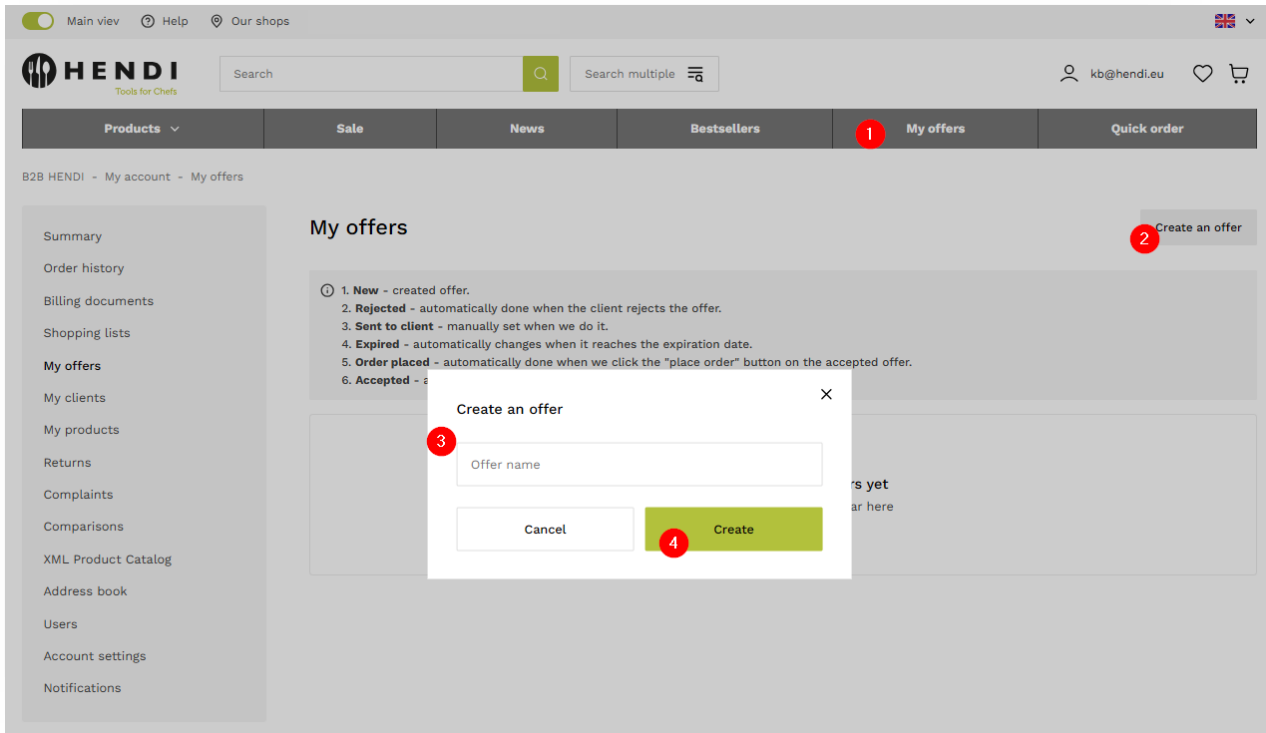
 +48 61 658 70 00

 b2b@hendi.com

In addition, an order confirmation will be sent to the email address assigned to your account. The same confirmation is received by the HENDI account manager.

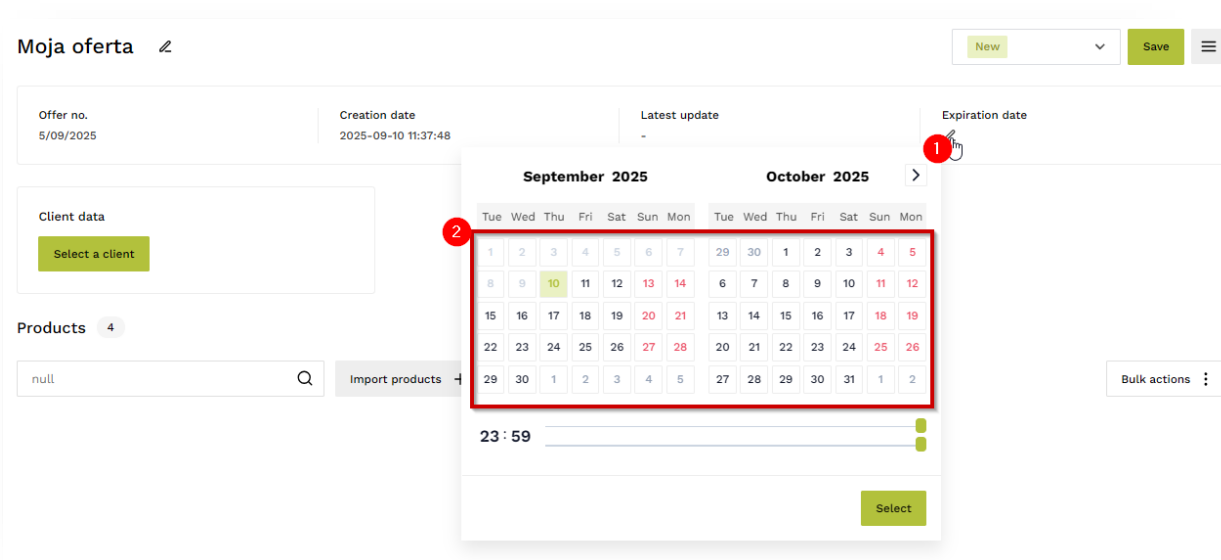
Creating offers

To create a new offer for our customer, click **My Offers** from the main menu and then **Create Offer**. Then enter **the Name of the offer** and click **Create**.

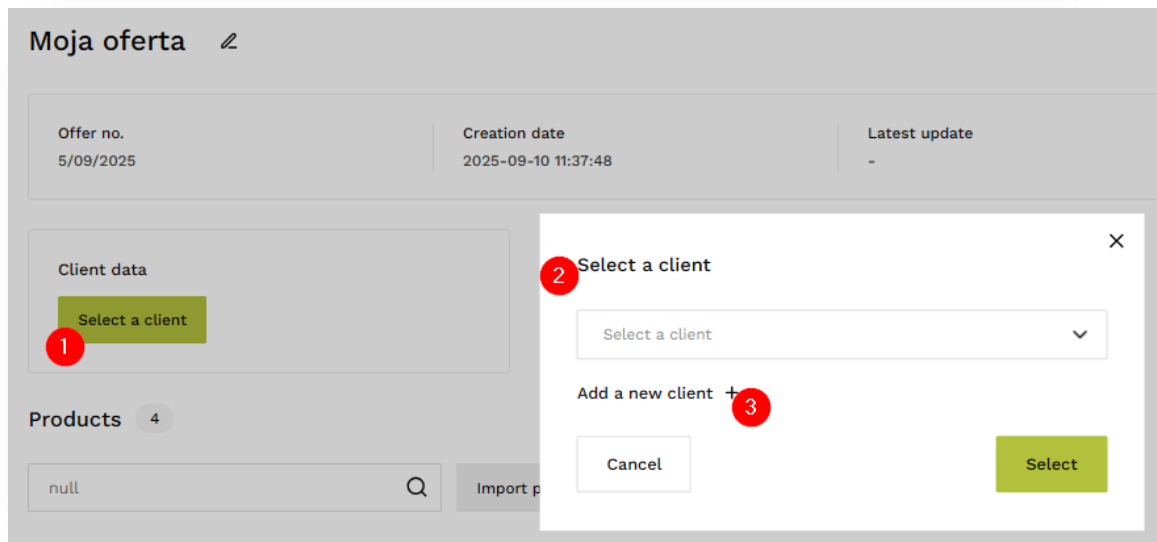


We will get a new page where we fill in the data needed to prepare the offer.

We can limit our offer by time or leave it until cancellation. To set the expiration date for our offer, click **Expiration** date and then select a date.



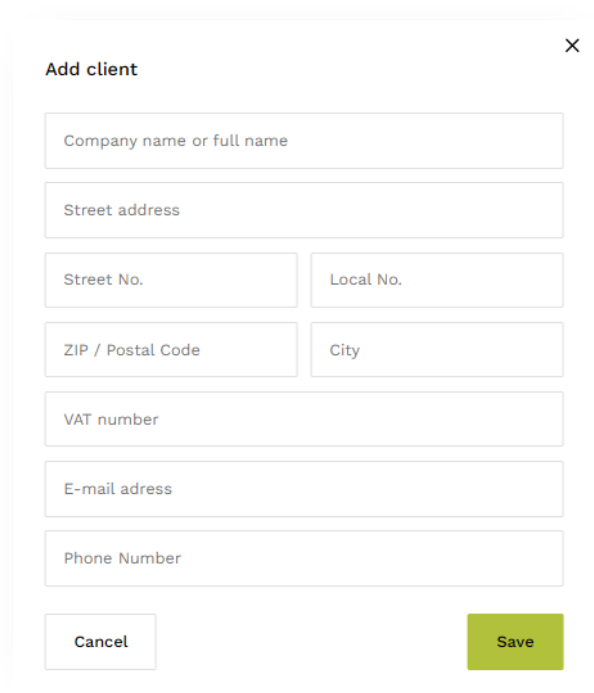
Next, **we select the contractor** for whom we are preparing the offer. Choose a contractor from the list of previously added contractors or create a new one.



The screenshot shows the 'Moja oferta' (My offer) form. At the top, there are fields for 'Offer no.' (5/09/2025), 'Creation date' (2025-09-10 11:37:48), and 'Latest update' (-). Below this is the 'Client data' section with a 'Select a client' button (marked with a red circle 1). A modal window titled 'Select a client' is open, showing a dropdown menu (marked with a red circle 2) and an 'Add a new client +' button (marked with a red circle 3). The modal also has 'Cancel' and 'Select' buttons.

When adding a new contractor, enter the required data and save.

The contractor will be automatically added to our offer.



The 'Add client' form contains the following fields: 'Company name or full name', 'Street address', 'Street No.', 'Local No.', 'ZIP / Postal Code', 'City', 'VAT number', 'E-mail address', and 'Phone Number'. At the bottom, there are 'Cancel' and 'Save' buttons.

The offer can be supplemented with **HENDI products** and/or **non-HENDI products** (instructions on [page 14](#)).

Products 0

Search by name or code of product

No products in stock
Add products to ther offer.

Products outside Hendi's offer 0

Search by name or code of product


No products in stock
Add products to ther offer.

HENDI products are added in a similar way to adding products to the shopping cart - use the **Add product** option and then select the products you are interested in, or use the **Import products** from a previously created .xls/.csv file

After adding the products, we can set the discount for our customer as well as the number of products we currently want to sell. Offer summaries are available below both sections.


Products 1

Search by name or code of product

<input type="checkbox"/>	No.	Product	Catalogue price	Discount for you	Price for you	Client discount	Your profit	Customer price	Number of qty	Total price
<input type="checkbox"/>	1	 HENDICHEF multi-purpose food process or, HENDI, 230V/1400W, 210x380x(H)32... Code: 221761	1 899,00 zł	32.5%	1 281,82 zł	10,00 % <input type="button" value="+"/> <input type="button" value="-"/>	427,28 zł	1 709,10 zł	<input type="button" value="-"/> 1 <input type="button" value="+"/>	1 709,10 zł

Products outside Hendi's offer 1

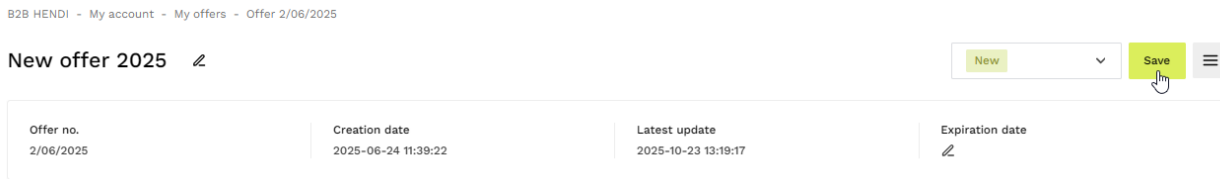
Search by name or code of product

<input type="checkbox"/>	No.	Product	Current price	Client discount	Your profit	Number of qty	Value of products to the customer	Sum of profit
<input type="checkbox"/>	1	 oven EAN code: MKF511SKKPU	35 000,00 zł	5,00 % <input type="button" value="+"/> <input type="button" value="-"/>	-1 750,00 zł	<input type="button" value="-"/> 1 <input type="button" value="+"/>	33 250,00 zł	-1 750,00 zł

Offer summary

Offer for client:		Your profit (net):	
Product value (net):	36 899,00 zł	Your income (net):	34 959,10 zł
Value of discounts:	-1 939,90 zł	Your cost (net):	36 281,82 zł
Together:		Your profit (net):	-1 322,72 zł
Order value (net):	34 959,10 zł		

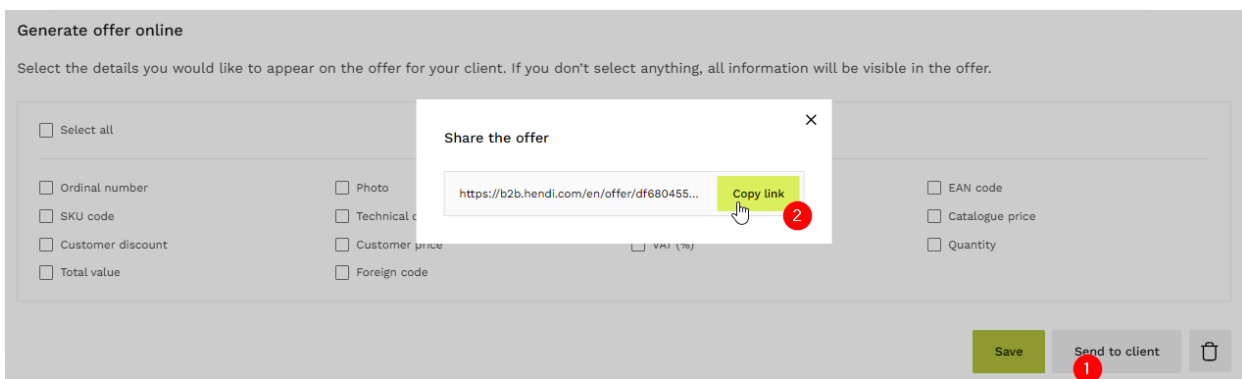
Once you have prepared your offer, save it by clicking the **Save** button at the top of the page.



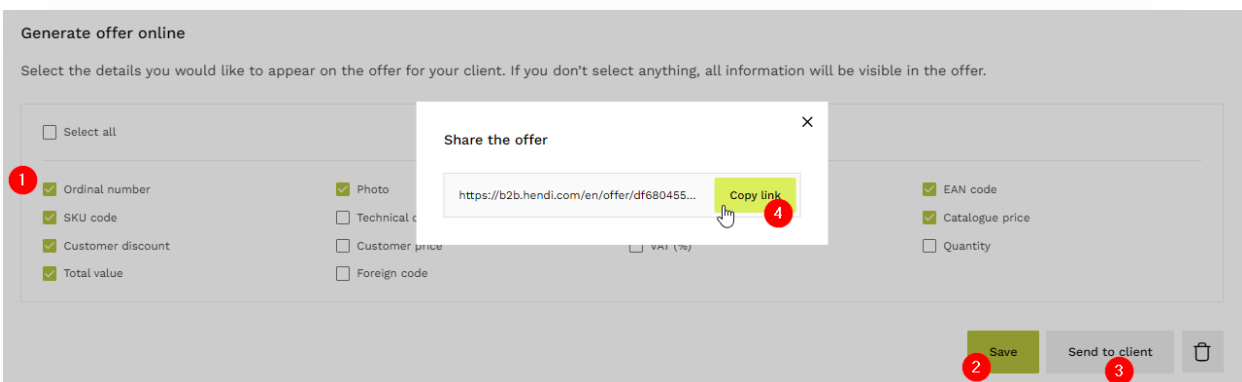
We can send our offer to the customer:

- A. online as a link to a website
- B. as an Excel file
- C. as a Word file

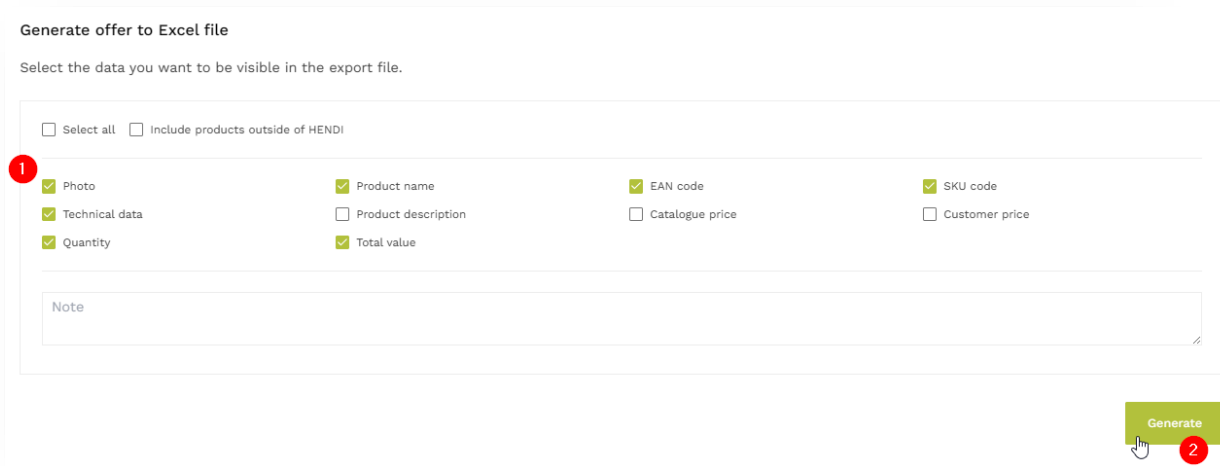
To send an offer online, go to the **Generate offer online** section, click **Send to client**, and then **Copy link**. Send the copied link to your client, e.g., by email.



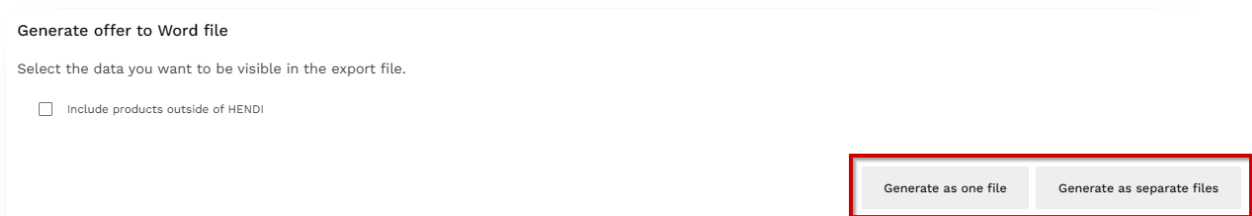
We can send an online offer with limited information. To do this, **select the data** you are interested in, then click **Save**, **Send to client**, and **Copy link**.



To generate an offer in an Excel file, go to the **Generate offer to Excel file** section, then **select the data** you want to be visible in the offer and click **Generate**. Save the generated file on your computer and then send it to your customer, e.g., by email.



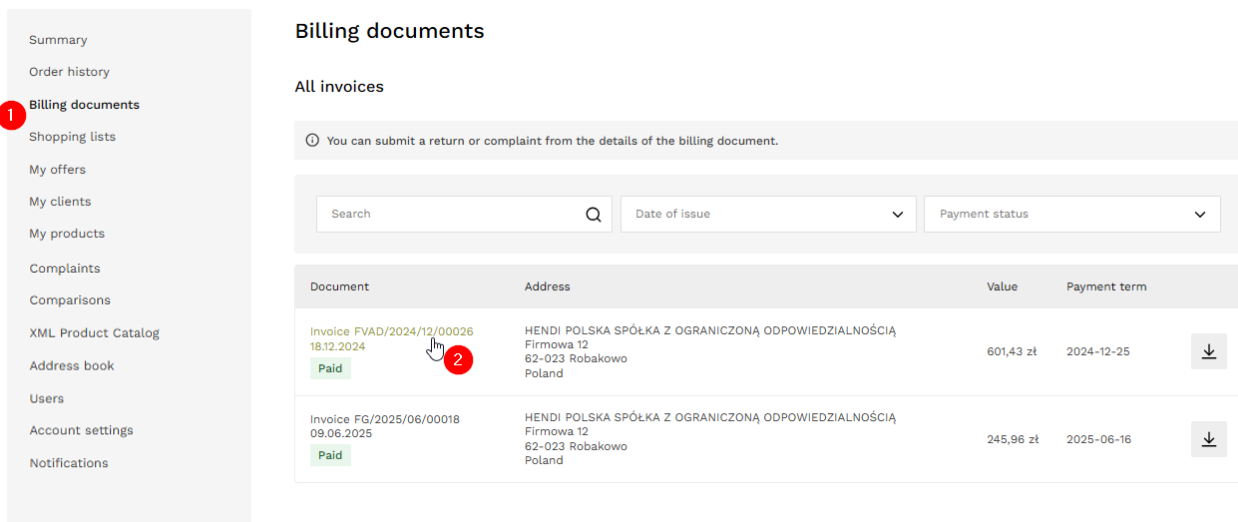
The last option is to generate an offer to a Word file in the form of a product card for one or more products. To do this, go to the Generate offer to Word file section and select one of the two options – **Generate as one file** or **Generate as separate files**.



The saved offer can be found in the **Customer Panel** → **My Offers**

 **Complaints**

To report a claim, go to the **Billing Documents** section and select the invoice on which there is a product to report.



Billing documents

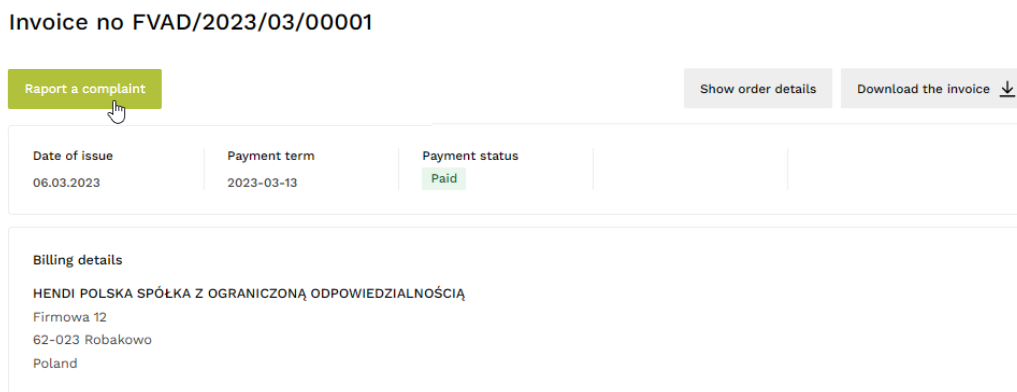
All invoices

You can submit a return or complaint from the details of the billing document.

Search Date of issue Payment status

Document	Address	Value	Payment term
Invoice FVAD/2024/12/00026 18.12.2024 Paid	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo Poland	601,43 zł	2024-12-25
Invoice FG/2025/06/00018 09.06.2025 Paid	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo Poland	245,96 zł	2025-06-16

From the invoice, click on **Report a complaint**, after which you will be taken to a page with a list of products that were included in the invoice.



Invoice no FVAD/2023/03/00001

[Report a complaint](#) [Show order details](#) [Download the invoice](#)

Date of issue	Payment term	Payment status
06.03.2023	2023-03-13	Paid

Billing details

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ
Firmowa 12
62-023 Robakowo
Poland

From the list of products we **select the product** we want to report by clicking **Report complaints**, after which we will be transferred to the complaint form.

Select products to complaints

No.	Product	Unit price	Number of products	Together	
1.	Smooth vegetable knife, Victorinox, Yellow, (L)190mm Code: 6.7606.L118	14,40 zł	3 szt	43,20 zł	Report complaints
2.	Smooth vegetable knife, Victorinox, Green, (L)212mm Code: 6.7706.L114	18,90 zł	3 szt	56,70 zł	Report complaints
3.	Serrated vegetable knife, Victorinox, Green, (L)212mm Code: 6.7736.L4	18,90 zł	3 szt	56,70 zł	Report complaints
4.	Mandoline V-type, HENDI, Black, 130x335x(H)75mm Code: 222614	98,10 zł	7 szt	686,70 zł	Report complaints
5.	Pizza delivery bag 45 cm Kitchen Line, HENDI, Kitchen Line, Black, 4 70x470x(H)210mm Code: 709870	88,20 zł	1 szt	88,20 zł	Report complaints

In the form, first select **the type of claim, the date of the defect**, enter **a description of the complaint** and add **attachments** (.pdf/.jpg/.png)

Advertised product

Smooth vegetable knife, Victorinox, Yellow, (L)190mm
Code: 6.7606.L118
14,40 zł
3 szt

Complaint Type 1

Date of defect 2

Number of products: + -

Describe the details of the complaint 3

Add attachment 4

File size up to 5 MB (maximum 4 attachments).

Then we proceed to determine the location of the product and possibly add a bank account number. As the address of the product location, we can indicate the same address we have given as the billing address or another address, such as the address of the customer to whom the goods were sent.

If the above information has been completed, click on **Report complaint**.

Applicant's details

Delivery details

B2B HENDI
test 2
02-097 TEST
Poland
Tax Identification Number: 7792270344

Bank account number for refund

2

Product location

Specify product location address

A courier will be sent to the given address to pick up the damaged product or technician will be dispatched.

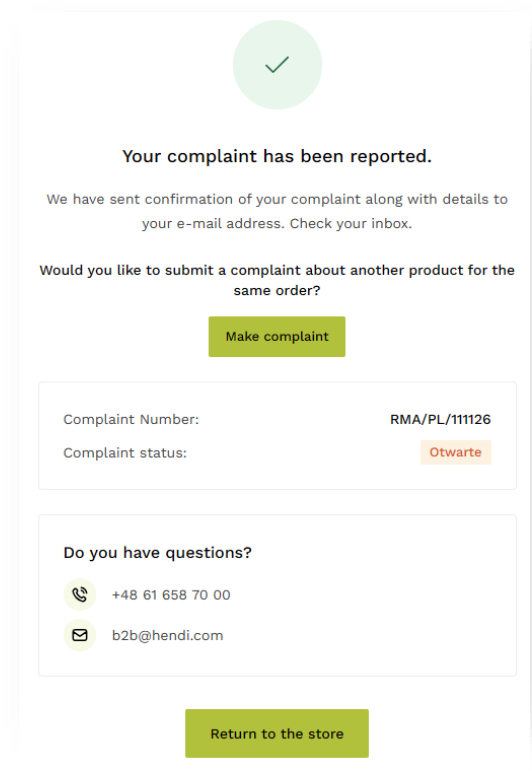
Same address as contractor 1

Other address than contractor

3

The following message will appear as a confirmation appropriate message. Addition, to our address e-mail address will be sent a confirmation of of the claim notification.

If we want to report the return of another product for the same order, just click **Make complaint**.



The screenshot shows a confirmation message with a green checkmark icon at the top. The text reads: "Your complaint has been reported." Below this, it states: "We have sent confirmation of your complaint along with details to your e-mail address. Check your inbox." A question follows: "Would you like to submit a complaint about another product for the same order?" A green button labeled "Make complaint" is positioned below the question. A table-like structure displays the complaint details: "Complaint Number: RMA/PL/111126" and "Complaint status: Otwarte". Below this, a section titled "Do you have questions?" provides contact information: a phone icon next to "+48 61 658 70 00" and an email icon next to "b2b@hendi.com". At the bottom, a green button labeled "Return to the store" is visible.

✓

Your complaint has been reported.

We have sent confirmation of your complaint along with details to your e-mail address. Check your inbox.

Would you like to submit a complaint about another product for the same order?

[Make complaint](#)

Complaint Number:	RMA/PL/111126
Complaint status:	Otwarte

Do you have questions?

+48 61 658 70 00

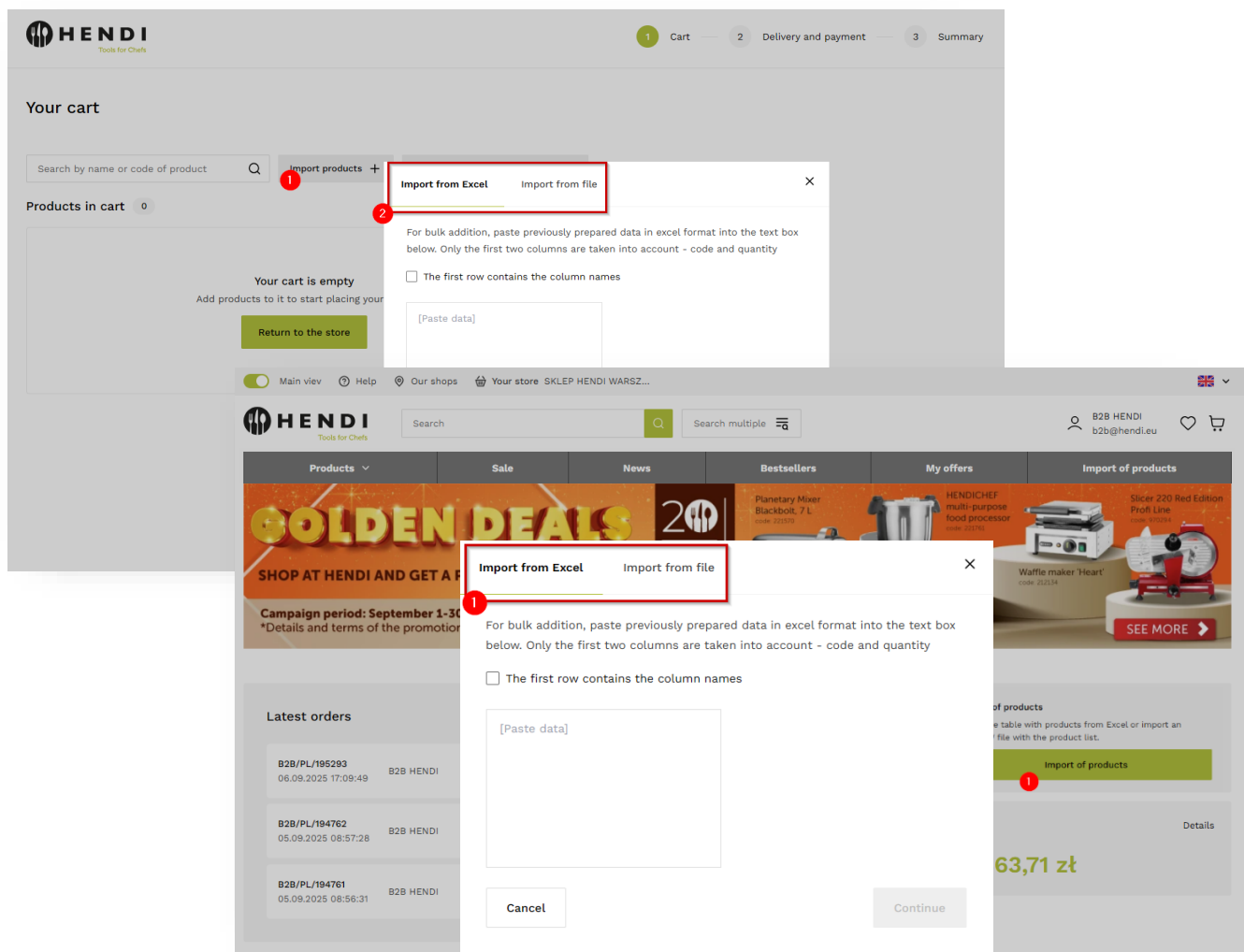
b2b@hendi.com

[Return to the store](#)

 **Other functionalities****1. Import of products**

Products can be imported by pasting them from an Excel table or by importing a pre-prepared .xls/.csv file. To import products, use the Import Products option from the shopping cart or the home page, and then select one of the two options:

- **Import from Excel**
- **Import from file**



The screenshot displays two instances of the 'Import from Excel' dialog box. The top instance is overlaid on the 'Your cart' page, which shows a search bar, a search button, and a 'Return to the store' button. The dialog box has two tabs: 'Import from Excel' (selected) and 'Import from file'. It contains the following text: 'For bulk addition, paste previously prepared data in excel format into the text box below. Only the first two columns are taken into account - code and quantity'. Below this text is a checkbox labeled 'The first row contains the column names' and a text input field with the placeholder '[Paste data]'. The bottom instance of the dialog box is overlaid on the home page, which features a 'GOLDEN DEALS' banner, a navigation menu, and a 'Latest orders' section. The dialog box is identical to the one in the shopping cart.

First, create an .xls/.csv file and add two columns: one for the product code and one for the quantity you want to add to the cart.

For example, you can name the columns “code” and “quantity”.

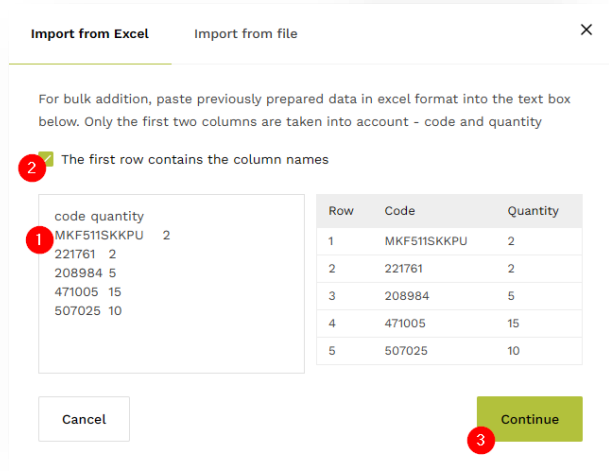
	A	B
1	code	quantity
2	MKF511SKKPU	2
3	221761	2
4	208984	5
5	471005	15
6	507025	10
7		

To import products correctly into the shopping cart by **pasting the data from Excel**, select both columns, click Copy, and paste into the designated field in the importer.

If you copied the data along with the column names, select the option

The first row contains the column names

and click **Continue**.



Import from Excel Import from file X

For bulk addition, paste previously prepared data in excel format into the text box below. Only the first two columns are taken into account - code and quantity

The first row contains the column names

code quantity
 MKF511SKKPU 2
 221761 2
 208984 5
 471005 15
 507025 10

Row	Code	Quantity
1	MKF511SKKPU	2
2	221761	2
3	208984	5
4	471005	15
5	507025	10

Cancel Continue

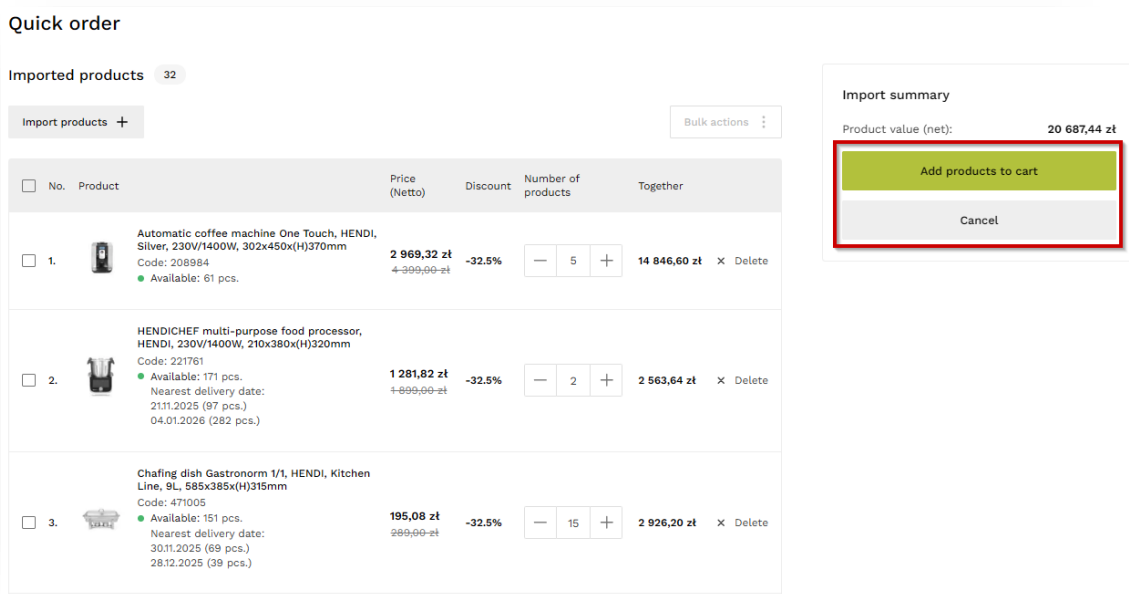


Before importing the products into the shopping cart, we will receive a page from the importer where we will see a list with our products.

From the received list we can remove selected products or change their quantity. Addition, we can **cancel** the entire list or, if everything is correct, **Add products to the cart**.

Quick order

Imported products 32

Import products + Bulk actions ⋮

<input type="checkbox"/>	No.	Product	Price (Netto)	Discount	Number of products	Together	
<input type="checkbox"/>	1.	 Automatic coffee machine One Touch, HENDI, Silver, 230V/1400W, 302x450x(H)370mm Code: 208984 Available: 61 pcs.	2 969,32 zł 4 399,00 zł	-32.5%	5	14 846,60 zł	<input type="checkbox"/> Delete
<input type="checkbox"/>	2.	 HENDICHEF multi-purpose food processor, HENDI, 230V/1400W, 210x380x(H)320mm Code: 221761 Available: 171 pcs. Nearest delivery date: 21.11.2025 (97 pcs.) 04.01.2026 (282 pcs.)	1 281,82 zł 1 909,00 zł	-32.5%	2	2 563,64 zł	<input type="checkbox"/> Delete
<input type="checkbox"/>	3.	 Chafing dish Gastronorm 1/1, HENDI, Kitchen Line, 9L, 585x385x(H)315mm Code: 471005 Available: 151 pcs. Nearest delivery date: 30.11.2025 (69 pcs.) 28.12.2025 (39 pcs.)	195,08 zł 289,00 zł	-32.5%	15	2 926,20 zł	<input type="checkbox"/> Delete

Import summary

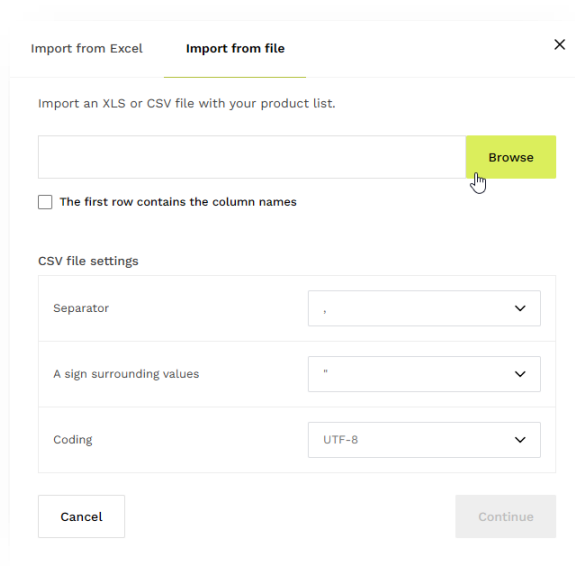
Product value (net): 20 687,44 zł

Add products to cart

Cancel

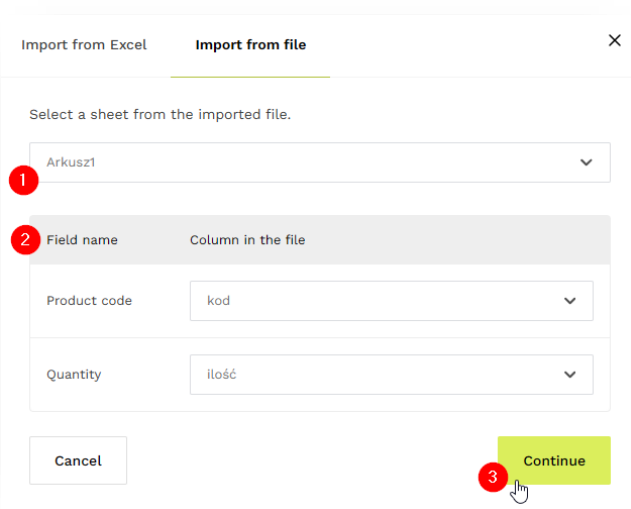
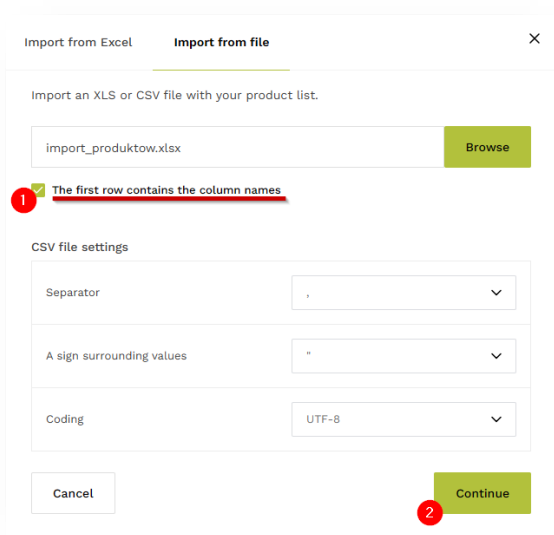
After clicking **Add products to cart**, we will be taken to the cart with the products we selected.

When importing products from a file, we click **Browse** and select our previously saved file.



If in our file we have added a column aisle in the first row, we check the option **The first row contains the column names** and we click **Continue**.

On the next view, we point to the sheet from our imported file in which the data is located and check if the field names are properly mapped with the columns in our file. If everything agrees then we click **Continue** and wait for the products to be imported.



Field name	Column in the file
Product code	kod
Quantity	ilość




Before importing the products into the shopping cart, we will receive a page from the importer where we will see a list with our products.

From the received list we can remove selected products or change their quantity. Addition, we can **cancel** the entire list or, if everything is correct, **Add products to the cart**.

Quick order

Imported products 32

Import products + Bulk actions ⋮

<input type="checkbox"/>	No.	Product	Price (Netto)	Discount	Number of products	Together	
<input type="checkbox"/>	1.	 Automatic coffee machine One Touch, HENDI, Silver, 230V/1400W, 302x450x(H)370mm Code: 208984 ● Available: 61 pcs.	2 969,32 zł 4 399,00 zł	-32.5%	<input type="text" value="5"/>	14 846,60 zł	<input type="checkbox"/> Delete
<input type="checkbox"/>	2.	 HENDICHEF multi-purpose food processor, HENDI, 230V/1400W, 210x380x(H)320mm Code: 221761 ● Available: 171 pcs. Nearest delivery date: 21.11.2025 (97 pcs.) 04.01.2026 (282 pcs.)	1 281,82 zł 1 909,00 zł	-32.5%	<input type="text" value="2"/>	2 563,64 zł	<input type="checkbox"/> Delete
<input type="checkbox"/>	3.	 Chafing dish Gastronorm 1/1, HENDI, Kitchen Line, 9L, 685x385x(H)315mm Code: 471005 ● Available: 151 pcs. Nearest delivery date: 30.11.2025 (69 pcs.) 28.12.2025 (39 pcs.)	195,08 zł 289,00 zł	-32.5%	<input type="text" value="15"/>	2 926,20 zł	<input type="checkbox"/> Delete

Import summary

Product value (net): 20 687,44 zł

Add products to cart

Cancel

After clicking **Add products to cart**, we will be taken to the cart with the products we selected.

2. Planned delivery date

Planned delivery date is information from which we can learn about the nearest delivery of a given product to our warehouse. Please remember that this is only PLANNED delivery date. It can be changed at any time.

Information about the next delivery are placed on the product card

Frying pan, HENDI, ø280x(H)50mm

Code: 627624



-32.5%
♥

Frying pan, HENDI, ø280x(H)50mm

77,62 zł
Catalogue price: 115,00 zł

Number of products

1

Add to cart

● Available: 53 szt

● SKLEP HENDI WARSZAWA: 4 szt.

[Check availability in other stores](#)

📅 **Nearest delivery date:**
 12.10.2025 (513 pcs.)
 25.01.2026 (426 pcs.)

and in the shopping cart next to the product

Products in cart 3

Search from the list 🔍

Bulk actions ⋮

<input type="checkbox"/>	No.	Product	Price (Netto)	Discount	Number of products	Together
<input type="checkbox"/>	1.	Frying pan, HENDI, ø280x(H)50mm Code: 627624 ● Available: 53 pcs. <div style="border: 2px solid red; background-color: yellow; padding: 2px; font-size: x-small; margin-top: 5px;"> 📅 Nearest delivery date: 12.10.2025 (513 pcs.) 25.01.2026 (426 pcs.) </div>	77,62 zł 115,00 zł	-32.5%	<input type="button" value="-"/> 1 <input type="button" value="+"/>	77,62 zł × Delete
<input type="checkbox"/>	2.	Frying pan, HENDI, ø240x(H)50mm Code: 607060 ● Available: 125 pcs.	174,82 zł 259,00 zł	-32.5%	<input type="button" value="-"/> 1 <input type="button" value="+"/>	174,82 zł × Delete
<input type="checkbox"/>	3.	Purity C 300 filter, Brita, 125x119x(H)466mm Code: 102826 ● Available: 46 pcs.	336,83 zł 499,00 zł	-32.5%	<input type="button" value="-"/> 1 <input type="button" value="+"/>	336,83 zł × Delete

3. Notifications about changes to the next delivery

A notification about the change in the upcoming delivery will be sent to the email address of the user who placed an order for a product that is **temporarily unavailable** and who had information about an **upcoming delivery date**.



Egg sterilizer, HENDI, 10 eggs, 230V/35W, 422x228x(H)188mm
Code: 281253

424,58 zł
Catalogue price: 629,00 zł

Number of products: 1

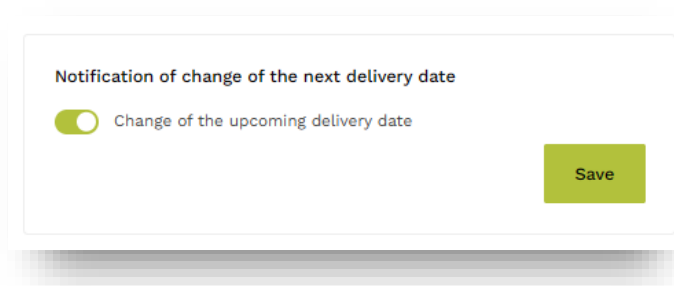
Add to cart

- Temporarily unavailable
- SKLEP HENDI WARSZAWA: 0 szt.

[Check availability in other stores](#)

Nearest delivery date:	Quantity
18.09.2025	81 pcs.
19.10.2025	291 pcs.
19.10.2025	161 pcs.
26.10.2025	160 pcs.
16.11.2025	86 pcs.

However, in order for notifications to be sent correctly, go to the **Client Panel** → **Notifications** and select the option to **change the date of the upcoming delivery**.



Notification of change of the next delivery date

Change of the upcoming delivery date

Save

The message will contain information about which product the change is related to and in which order the product is currently included.

Notifications are sent only once a day.