Winter Notice:

Storage & Transport of JOLLY Liquid Paints, Inks, Ink Cartridges and Fibre-Tip Pens

Dear Customer,

To ensure the high quality of our JOLLY liquid paints, inks, ink cartridges and fibre-tip pens, we kindly ask you to pay special attention to temperature control during storage and transport throughout the cold season.

1) No outdoor storage in winter
Please do not store the goods outdoors (e.g. unheated loading bays, containers, external warehouses or unheated outbuildings), as frost and strong temperature fluctuations may negatively affect the the products.

2) Minimum temperatures

- **Liquid paints, inks and ink cartridges:** Protect from frost and do not store or handle below +10°C.
- **Fibre-tip pens:** Store frost-free and preferably in a temperature-controlled environment; avoid strong fluctuations between cold and warm conditions.

3) Transport & goods receipt

- Please ensure that shipments are not left for extended periods in unheated areas (loading bays/delivery zones) during winter.
- If goods are delivered from a cold environment: allow them to acclimatise in closed packaging (e.g. for several hours in a temperature-controlled warehouse) before opening cartons and removing products.

4) Handling of goods suspected of frost exposure
If goods may have been exposed to frost (e.g. frozen outer cartons, unusual consistency, phase separation), please inform us, stating the article number and providing photos. We will promptly assist with the assessment and advise on the next steps.

Thank you for your cooperation!
Together, we can ensure that JOLLY products reach your customers in perfect condition, even during the cold season.

Best Regards,
Your JOLLY Team