

# How to order

Better Shelter ships worldwide. Please note that any duties, tariffs or other government fees are within the responsibility of the purchaser.

## 1. Planning



Access technical support material at [bettershelter.org](http://bettershelter.org) for planning of the units into your site layout.

## 2. Inquiry



Send your inquiry, including 1) order size, 2) destination and 3) desired delivery date, to [info@bettershelter.org](mailto:info@bettershelter.org)

## 3. Information



A Better Shelter representative will be in touch shortly and guide you through the details of your purchase. These may include purchase tender content, terms and conditions, lead times, and procedures for when the goods have arrived at your destination.

## 4. Purchase



You will receive a purchase agreement from us.

## 5. Shipping



Depending on delivery location and time, the goods will be shipped by sea (in containers), by road or air (on pallets)

## 6. Delivery



We will be in touch and plan implementation once you have received the goods at your final destination and customs clearance is completed.

## 7. Assembly & capacity building



Support is provided according to your requirements: on site through our Assembly Training Program (ATP) or remotely with technical support material.



Through the ATP, we ensure that assembly is performed in a safe and effective manner. We support your organisation in increasing its capacity and optimising your available resources to provide shelter for as many as possible in the shortest amount of time.

After completion of a 2-day ATP, 6 staff will be able to individually teach teams of 6, while functioning as team leaders. 42 persons will be able to assemble 20 shelters in 8 hours, or 100 shelters in 5 days.

## 8. Technical support



You will receive support according to your needs, and instructions on maintenance and reparation.

**Better Shelter** is a social enterprise based in Sweden. We develop and provide post-emergency shelters for humanitarian emergency response and contingency planning in collaboration with UNHCR and the IKEA Foundation.

**Contact:** [info@bettershelter.org](mailto:info@bettershelter.org) | +46 8 40 92 50 10. Visit [www.bettershelter.org](http://www.bettershelter.org) to access technical information and safety guidelines.