Delivery and Returns:

We strive to offer an unbeatable service and deliver our products safely and cost-effectively. Our main focus is serving our customers' needs with a combination of great design, quality products, value for money, respect for the environment and outstanding service. Please read our Delivery terms and details before you complete your order. If you have any questions, we advise that you contact us at 800 848 12 00 and speak with one of our customer service associates.

Delivery rates:

The delivery is performed by a third-party delivery service provider.
All orders under 20 kg are shipped by courier with delivery to building address service.
All orders over 20 kg are shipped by transport company with delivery to building address service.
All orders are processed within 15 business days from the day following the day on which the order is confirmed and given to the courier or transport company for delivery. After the ordered goods are given to courier or transport company for delivery, we will send you a tracking number, which will allow you to check on their website for recent status. Please note that our couriers operate on working days, there forepublik and bank holidays are not considered to be working day.
The delivery price is not included in the price of the goods. The transport and delivery cots depend on the weight and volume of the ordered items, the delivery area and any additional services.
The following delivery pricelist is applied.
All prices are in Euro (EUR) with included VAT.

Free Delivery

If the value of the ordered items exceed 800 EUR the User get free delivery to building address. Orders under 800 EUR will be charged a delivery fee according to our standard shipping rates.

1. Delivery to building address.

Zone		0	1	2	3	4	5	6
Postcode		54000-57990	10000-19990	20000-20990 32000-32990 58000-61990	21000-21990 25000-26990 34000-35990 37000-43990 50000-50990 52000-53990 62000-66990	30000-30990 33000-33990 36000-36990 67000-67990 69000-69990	22000-22990 27000-27990 68000-68990	44000-48990 51000-51990
Standard Package (1400x660 mm) for ex. flooring & wall pannels packs (without skirting and profiles).	20-30 kg	58 €	67 €	72 €	74 €	74 €	76 €	80 €
	30-80 kg	69 €	78 €	83 €	81 €	92 €	96 €	100 €
	80-180 kg	116 €	147 €	156 €	161 €	165 €	174 €	192 €
	180-280 kg	158 €	179 €	188 €	236 €	242 €	255 €	283 €
	280-380 kg	216 €	277 €	295 €	306 €	313 €	332 €	368 €
	380-480 kg	263 €	340 €	362 €	376 €	385 €	408 €	453 €
	480-580 kg	310 €	402 €	429 €	446 €	457 €	484 €	538 €
	580-680 kg	344 €	426 €	446 €	473 €	489 €	525 €	582 €
	680-780 kg	368 €	449 €	469 €	496 €	540 €	565 €	612 €
	780-880 kg	391 €	482 €	513 €	545 €	563 €	589 €	636 €
	880-980 kg	415 €	551 €	554 €	573 €	705 €	750 €	804 €
	980-1080 kg	447 €	565 €	569 €	587 €	719 €	765 €	819 €
	1080-1180 kg	480 €	580 €	583 €	602 €	734 €	779 €	833 €
	1180-1280 kg	513 €	594 €	598 €	616 €	748 €	794 €	848 €
	1280-1380 kg	545 €	699 €	705 €	716 €	890 €	926 €	1 016 €
	1380-1480 kg	578 €	714 €	719 €	730 €	904 €	940 €	1 031 €
Oversized Package (> 1400 m length) for ex. flooring & wall pannels packs (with skirting and profiles).	20-30 kg	70 €	79 €	84 €	86 €	95 €	97 €	100 €
	30-80 kg	81 €	90 €	95 €	93 €	113 €	117 €	120 €
	80-180 kg	128 €	158 €	168 €	173 €	185 €	194 €	213 €
	180-280 kg	169 €	191 €	200 €	248 €	262 €	276 €	303 €
	280-380 kg	227 €	289 €	307 €	318 €	334 €	352 €	388 €
	380-480 kg	274 €	351 €	374 €	388 €	406 €	428 €	474 €
	480-580 kg	322 €	414 €	441 €	457 €	477 €	504 €	559 €
	580-680 kg	356 €	438 €	457 €	485 €	510 €	546 €	602 €
	680-780 kg	380 €	461 €	481 €	508 €	561 €	586 €	633 €
	780-880 kg	403 €	494 €	525 €	557 €	584 €	609 €	657 €
	880-980 kg	427 €	563 €	566 €	584 €	725 €	771 €	825 €
	980-1080 kg	459 €	577 €	581 €	599 €	740 €	785 €	840 €
	1080-1180 kg	492 €	592 €	595 €	613 €	754 €	800 €	854 €
	1180-1280 kg	525 €	606 €	610 €	628 €	769 €	814 €	869 €
	1280-1380 kg	557 €	711 €	717 €	727 €	910 €	947 €	1 037 €
	1380-1480 kg	590 €	726 €	731 €	742 €	925 €	961 €	1 052 €

2.Delivery of samples and small packages.

Zone		0	1	2	3	4	5	6
Postcode		54000-57990	10000-19990	20000-20990 32000-32990 58000-61990	21000-21990 25000-26990 34000-35990 37000-43990 50000-50990 52000-53990 62000-66990	30000-30990 33000-33990 36000-36990 67000-67990 69000-69990	22000-22990 27000-27990 68000-68990	44000-48990 51000-51990
Small Package (A4 size) for ex. samples; end caps, inner/outer corners, glue, cleanser, etc.	up to 1 kg	7,50 €	7,50 €	7,50 €	7,50 €	7,50 €	7,50 €	7,50 €
	up to 2 kg	8,50 €	8,50 €	8,50 €	8,50 €	8,50 €	8,50 €	8,50 €
	up to 3 kg	9,50 €	9,50 €	9,50 €	9,50 €	9,50 €	9,50 €	9,50 €
	up to 5 kg	13,00 €	13,00 €	13,00 €	13,00 €	13,00 €	13,00 €	13,00 €
	up to 7 kg	17,00 €	17,00 €	17,00 €	17,00 €	17,00 €	17,00 €	17,00 €
	up to 10 kg	20,00 €	20,00 €	20,00 €	20,00 €	20,00 €	20,00 €	20,00 €
	up to 20 kg	25,50 €	25,50 €	25,50 €	25,50 €	25,50 €	25,50 €	25,50 €
Small Oversized Package (>1,7 m length) for ex. skirtings, profiles	up to 15 kg	57 €	66 €	70 €	71 €	88 €	89 €	93 €
	up to 30 kg	66 €	75 €	81 €	82 €	91 €	93 €	97 €

General Delivery Terms

Deliveries are made in Greece, only to addresses within mentioned above post codes. A signature will be required on delivery following identity verification.
The delivery address specified by the User must be accessible by asphalt or paved road, and the delivery is made to the place closest to the specified delivery address, which (at the discretion of vehicle driver) allows unimpeded and safe parking, lowering of the cargo board and unloading.
Krono SHOP shall not be held liable for undelivered orders or other unfulfilled obligations resulting from incorrect, inaccurate, outdated and/or incomplete details, and any possible re-sending of these goods shall be at the expense of the User.
If, after two visits within the same day to the address listed by the User, the courier has not been able to complete the delivery and/or contact the User at the phone number listed by the User, the remote sales contract shall be automatically terminated, and Krono SHOP shall be free of its obligation to deliver the ordered goods. In case of such remote sales contract termination, Krono SHOP shall reimburse the User for the paid amount.

Damaged goods

Upon delivery of your products at the requested location, please do inspect the goods as any damages will have to be noted on the courier documentation.

Returns

We want you to be completely happy with your purchase from Krono SHOP, therefore, we operate a 14-day returns policy.
If you refuse a delivery for any other reason aside from damage, you will be refunded to your credit/debit card or bank account within 14 days. All we ask is that you return the products back to us in the original packaging and the products are in the same condition at the time of purchase. We cannot accept any cut or fitted products so please fully inspect your
goods.
The user shall be responsible for the damages of the goods caused by trying out the goods in manner that differs from what is usually necessary to determine their nature, specification and proper functioning. To assist us in processing your return, please provide a cover letter, which you can find here: https://krono-shop.com/Return_Form_EN.pdf, detailing your name, order reference number and date, and send it by email to: service-gr@krono-shop.com. As soon as your return
has been processed, you will be refunded to your credit/debit card or bank account within 14 days. In case of delay, please contact your card issuer or bank.