

## 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 [service-de@krono-shop.com](mailto:service-de@krono-shop.com).

### Delivery rates:

The delivery is performed by a third-party delivery service provider.

All orders are processed within 72 hours 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.

The delivery price is not included in the price of the goods. The transport and delivery costs depend on the weight and volume of the ordered items, the delivery area and any additional services (delivery to apartment entrance, etc.).

The following delivery pricelist is applied.

All prices are in Euro (EUR) with included VAT.

#### 1. Delivery to building address.

Zone		01000 - 99999
Postcode		01000 - 99999
Standard Package (1300x800 mm) for flooring & wall panels (without skirtings and profiles)	15-60 kg	41,00 €
	61-200 kg	67,00 €
	201-1000 kg	70,00 €
	1001-1500 kg	125,00 €
Oversized Package (>1300 mm length, until 2650 mm for flooring & wall panels packs (with skirtings and profiles)	15-60 kg	62,00 €
	61-200 kg	95,00 €
	201-1000 kg	165,00 €
	1001-1500 kg	195,00 €

#### 2. Delivery of samples and small packages.

Zone		01000 - 99999
Postcode		01000 - 99999
small package for ex. Samples, corners, cleanser, etc. < 1300 mm length	≤ 10 kg	9,00 €
	11-20 kg	16,00 €
	21-32 kg	24,00 €
skirtings, profiles >1300 mm length	≤ 15 kg	29 €
	16 ≤ 70 kg	62 €

## General Delivery Terms

Deliveries are made in Germany, to an address chosen by the User. 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:

[WITHDRAWAL FORM\\_EN.pdf](#), detailing your name, order reference number and date, and send it by email to: [service-de@krono-shop.com](mailto:service-de@krono-shop.com). As soon as your return has been processed, you will be refunded to your credit/debitcard or bank account within 14 days. In case of delay, please contact your card issuer or bank.