

Delivery standards

ORDER ACCEPTANCE

Your orders can be accepted electronically at any time. For order processing by telephone, our team is available Monday to Friday between 07.00 and 16.30 hours. Mail: sales@strub-lube.ch For optimal order processing, please state the article or reference numbers of the products when placing your order.

For all STRUB standard articles (according to the current product data sheet), a goods provision time of up to 14 working days applies. In the case of order changes after 4.30 p.m. (Friday 2 p.m.) of the order day or later, the goods provision time applies from the time of the change.

ORDER QUANTITIES

Standard products with a minimum purchase: These are marked separately on your offer in the field „MA“ (minimum purchase quantity).

LOADING TIMES SELF-COLLECTORS

Packaged goods: Monday - Thursday: 7.00 a.m. to 3.30 p.m., Friday: 7.00 a.m. to 1.00 p.m. Bulk goods: Monday - Friday: 7.00 a.m. to 3.30 p.m. Separate conditions apply for third countries due to import regulations. In addition, there may be In addition, shipments to third countries outside the EU may be delayed on Friday afternoon, as the relevant authorities may not be staffed. Please arrange a collection date within this period with your contact person. If you are unable to keep this appointment, waiting times may occur. If you have not set a collection time, you must expect delays. In the case of longer storage, we reserve the right to charge storage and handling costs. Calculate. Freight forwarders

(or their subcontractors) engaged by you are required to comply with national and internationally applicable laws and obligations. For this purpose, an accreditation document with the details of the accreditation is available on our website (www.strub-lube.ch/downloads). If the freight forwarder you have contracted (or their subcontractors) does not obtain accreditation, standstill times may occur. In addition, the forwarding company (or their subcontractors) commissioned by you must provide proof of legitimation of the collection. Without legitimation, there may be standstill times.

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We only load vehicles that meet the requirements of the road traffic regulations and enable the legally required load securing. Therefore, please make sure that these points can be fulfilled when selecting the freight forwarder.

We look forward to receiving your order.

Your STRUB Team