

# SHIPMENTS RATES & CONDITIONS 2023

## SHIPMENTS BELGIUM

Preparation of your order : 1 to 3 working days

Delivery (during working days): < 48h for packages  
< 72h for palettes



Weight colis/palette	Shipping costs	No shipping costs, if order higher than...
0-10kg - max 0,25m <sup>3</sup>	10€ exclu vat/colis	100€ exclu vat/colis
10-30kg - max 0,25m <sup>3</sup>	15€ exclu vat/colis	150€ exclu vat/colis
Palette EU max.800kg H= max 180cm	60€ exclu vat/palette	600€ exclu vat/palette

**Discount of 3%**  
**Pick up on the spot + cash payment**  
**(Only for supplies)**

- This rate is only valid for shipments of supplies.
- The shipping costs are including preparation, packaging (except packaging for cultures/rennet +2°C, +8°C, extra costs will be charged – special packaging).
- For all other countries in Europe, please contact us.
- On Fridays no orders are sent, this to avoid long-term storage for products that need to maintain a controlled temperature.
- The carrier is responsible for all colis/palettes leaving our hall, including delivery time and possible damage.**
- We kindly ask you to check your order immediately upon receipt for any damage and to report it within 48 hours by mail, together with a photo.**

## REFRIGERATED TRANSPORT

Shipments with controlled temperature from 2 to 8°C and monitoring of the cooling circuit

Weight colis/palette	Shipping costs	No shipping costs, if order higher than...
0-10kg - max 0,25m3	35€ exclu vat/colis	350€ exclu vat/colis
10-30kg - max 0,25m3	55€ exclu vat/colis	550€ exclu vat/colis
Palette EU max.800kg H= max 180cm	90€ exclu vat/palette	900€ exclu vat/palette

## SHIPMENTS OF CONTROLLED PRODUCTS VIA SYSTEM OF PACKAGING WITH DEPOSIT

Packaging	Condition	Deposit
Cold battery elements	All are 100% reimbursed.	3 €
Isothermal packaging	All (in good condition, not damaged, reusable) are 100% reimbursed.	2 €

1. Once you have a minimum of 5 cold battery elements in your possession, ask for a return label.
2. The return label will be sent to you in pdf format.
3. Stick the return label on the box and drop it off at your nearest post office.

**Exemple:** I ask for a return label and return 7 cold batteries and 2 isothermal packages, Compensation : 21€ + 4€ = 25€

### HOW TO BE REFUNDED?

We will credit your deposit with your next order.

The rates may be revised at any time, depending on the petrol price and our shipping conditions. Tomega sa – Rue de la Plaine 6A – 6900 Marche en Famenne – 0032(0)84.31.43.55 – [info@tomega.be](mailto:info@tomega.be)