

# SHIPMENTS RATES & CONDITIONS 2026

## SHIPMENTS BELGIUM

Preparation of your order : 1 to 3 working days

Delivery (during working days): 2 - 8 days for packages

And/or palettes.



Weight colis/palette	Shipping costs	No shipping costs, if order higher than...
0-10kg - max 0,25m <sup>3</sup>	15€ exclu vat/colis	150€ exclu vat/colis
10-30kg - max 0,25m <sup>3</sup>	20€ exclu vat/colis	200€ exclu vat/colis
Palette EU max.800kg H= max 180cm	80€ exclu vat/palette	800€ exclu vat/palette

### Discount of 3%

**Pick up on the spot + cash payment**

## TERMS

- 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.**

# SHIPMENTS OF FRESH PRODUCTS

You order your products and we add their specific packaging:

1. **Isothermal packages:** this helps to maintain the temperature of fresh produce.
2. **Cold batteries:** frozen at the warehouse, they release cold and help to lower and stabilise the temperature inside the packaging.

## SYSTEM OF PACKAGING WITH DEPOSIT

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 and you will need to print it out yourself.
3. Find a cardboard box in good condition and place the various packaging items and returnable items (see table below) inside it. Seal it securely, stick on the return label and drop the box off at your chosen post office.
4. We will credit your deposit with your next order.

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

**Example:** I request a return label and return 7 rechargeable batteries, 2 isothermal packaging bags and some packing paper from my previous orders. Amount refunded: €21 + €4 = €25.