



ЕЛЕКТРОЛУКС  
**Electrolux**

## Electrolux Genuine Spares & Accessories

[www.electrolux.mk](http://www.electrolux.mk)

### Delivery Information

#### Macedonia Delivery methods

We know you don't want to be kept waiting for your order. That's why we have arranged two methods of delivery service direct to your home:

Order Value	Standard Delivery Charge	Next Day Delivery Charge
Up to € 6.00	2.98 €	8.99 €
Between € 6.00 and € 8.50	3.98 €	8.99 €
Between € 8.50 and € 40.00	4.98 €	8.99 €
€ 40.00 and over	5.98 €	8.99 €
Non Stock Items	4.98 €	-

\* Please note that prices and delivery rates stated above are exclusive to orders placed through this website. Different prices and delivery rates may apply to telephone fax orders.

- **Standard delivery** - our stock levels mean that most standard delivery orders are processed and delivered within 3-5 working days from payment anywhere within the UK mainland. (Working days are Monday to Friday, excluding Public Holidays.)
- **Next Day delivery** – for products that are **in stock** next day delivery means we will **despatch** your order the same working day for delivery on the next working day as long as your order is placed before 3pm. (Working days are Monday to Friday, excluding Public Holidays.)
- Certain postcode are excluded from our next day delivery service [view postcodes](#)

\* Please note the goods will be despatched for delivery as stated above and are sent via **DHL next day delivery service**. However, in certain circumstances DHL may not deliver next day due to unforeseen circumstances.

Your Next Day delivery order will be delivered by courier (currently DHL) between the hours of 7:30am and 9pm on the specified day (below). DHL will require a signature as confirmation of delivery. If for any reason you do not receive your order you can check

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the status without order tracking facility. You will find a link to this facility (Order Tracking) in the header of the page.

## Orders placed on

Orders placed before 3pm Orders placed after 3pm

Delivery due on	Delivery due on	
Monday	Tuesday	Wednesday
Tuesday	Wednesday	Thursday
Wednesday	Thursday	Friday
Thursday	Friday	Monday
Friday	Monday	Tuesday
Saturday	Tuesday	Tuesday
Sunday	Tuesday	Tuesday

## Eire Deliveries

We are unable to offer an Express Delivery service to Eire. There is one fixed delivery rate of £6.99

## Stock indication

On our web site we use a stock indication system which informs you if we have the selected item in stock or if it is a special order item.

Here is a guide to what these terms mean.

- **In Stock** - Products are in stock at our National Distribution Centre for immediate despatch.
- **Up to 7 days** - The product is normally held within our warehouse but is temporarily out of stock. Stock is due in from the supplier and the estimated time of arrival to a customer is within 7 days.
- **Up to 14 days** - The product is normally held within our warehouse but is temporarily out of stock. Stock is due in from the supplier and the estimated time of arrival to a customer is within 14 days.
- **Up to 21 days** - The product is not held within our warehouse and will need to be ordered direct from our supplier. These products will normally be delivered within 21 days of placing the order.
- **Up to 28 days** - The product needs to be specially ordered from our suppliers, which may also be overseas. We will endeavour to get these types of products to you within 28 days.

This offer is subject to availability and occasionally, the delivery status may vary to that shown on the site (for example, where other orders are received before your order can be processed. Should this occur we will send you an e-mail advising you of the changed status and we will not process your express delivery surcharge unless you have ordered more than one product that is available to despatch.

## Products that are not available at point of order

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In some cases you may find that an item you wish to purchase as part of your order is not available. At this point you have two options:

- Place the order on hold until all items are available and deliver your order all at once
- Ship available items at point of order and send the unavailable item(s) separately when it becomes available, however this method may incur separate shipping charges for each item despatched.

## More about delivery

If you order products with different status' e.g. an item that is in stock and a product with a delivery date of 21 days, then we will deliver the in stock items immediately and the other item will be dispatched out to you as soon as it comes into stock.

In the unlikely event of your product being lost or damaged in transit, claims must be made in writing. In the case of non-delivery, please wait 10 days in case it has been delayed. Damaged goods must be retained in case we need to arrange for inspection.

Authorised Supplier of Electrolux Genuine Spares, Electrolux Accessories & Electrolux Consumables.

We are in no way connected to Electrolux Major Appliance Ltd (Electrolux Macedonia)

We accept 

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(Manufacturer's names and numbers are used for reference purposes only. Prices subject to change. E&OE)

(Calls to Contact Centres may be monitored or recorded)