

HOW DO I PLACE AN ORDER

Our telephone advisors are available to talk to you Monday to Friday from 9am-2pm (EET time zone, Athens).

Call 00302241070850 for:

- Information about products on the site
- Help with the order placing process
- Or to take your order over the phone

Our on line chat advisors are available 24/7. You can place your order on line 24/7.

DELIVERIES

Once you have placed your order, you will receive a confirmation email, informing you of the designated delivery service allocated to your order, along with tracking information when applicable.

Delivery service and costs vary according to destination, weight and the size of the parcel. We are always searching for the most economic and safe ways to get your order at the right time.

All information about tracking and delivery cost would be within your order confirmation email and if it is acceptable by you should be paid separately using PAYPAL or Bank transfer.

To maximize our product range and offer you access to all of our suppliers which are top brands, we utilize stock from our warehouse in Greece and link directly into our supplier's network to offer you even more savings and key brands.

So please note there could be a slight delay if product is not located in our warehouse. The majority of orders are dispatched direct from our central warehouse.

If your order is critical, please ask our customer service team for a confirmed delivery date. All European orders will be delivered by TNT or GLS.

If you've paid with a bank transfer, we regret we won't be able to ensure a same-day shipping due to a slightly longer treatment of your payment at the bank. As opposed to payments with PAYPAL, a bank transfer needs 3-4 working days to take effect.

Once your order has left our warehouse, we will send you a confirmation email with tracking number. From that point onwards you can track your order with your tracking number via the websites of our transport partners.

We also advise you to take into account a slightly longer delivery period if you order during the weekend or on bank holidays as our transport partners do not work on Saturdays and public holidays. This means that no delivery will be made during the weekend or on public/bank holidays. If order during the weekend or on a holiday, your order will be treated the next working day.

If for any reason we expect to dispatch your order later than 72 hrs. After receiving your payment, we will inform you about the delay straight away.

SECURE SHOPPING

We offer two payment methods the both completely secure:

- Bank transfer
- PayPal

Be aware that two transactions should be formed for each parcel. One concern spare parts cost and the other the freight cost. Freight cost will be counted according to two values:

- a) Shipment schedule
- b) Weight/size of the parcel

We ensure we choose the most economical shipment plan and packing.

Freight cost will be sent within your order confirmation email.

When the both of transactions (spare parts and freight cost) are completed and confirmed your order will be ready to dispatch.