

Delivery times and service

Due to the currently generally very difficult situation on the world markets and the associated delays - especially in the areas of logistics and customs - we can only meet the stated general delivery times to a limited extent. Each order is currently scheduled individually.

If you are already a customer of Wachendorff, we will already have won you over with our excellent services, particularly with regard to delivery reliability and service.

If you have not yet experienced these services, we would like to present these to you in the following.

You can contact us by phone from Monday to Friday between 8.00 am and 4.30 pm.

Sales (offers, delivery schedules, framework contracts)	+49 (0) 6722 9965-242	sales-wa@wachendorff.de
Application advice and support (technical queries, variants)	+49 (0) 6722 9965-77	support-wa@wachendorff.de
Order processing (orders and delivery dates)	+49 (0) 6722 9965-19	order-wa@wachendorff.de

	Delivery time ex works from receipt of order	Comments
Single units as TOP24	1 working day	TOP24 delivery ¹⁾ with surcharge €50/unit. The delivery time specified refers to all standard encoders and variants introduced.
Order quantity < 50 units	15 working days	For orders below €100 we apply a fixed surcharge of €25. The delivery time specified refers to all standard encoders and variants introduced.
Order quantity ≥ 50 units	Please contact our sales department.	In case of larger orders, please contact our sales department for delivery schedules, framework contacts or other forms of delivery (e.g. KanBan).
Variants	The delivery time depends on the degree of deviation from the standard and availability of the required materials. Please contact our sales department.	Before the first serial delivery can occur, Wachendorff needs your approval of drawing and initial sample in writing. Please agree the details with our sales department.
End-of-Life products	Please contact our sales department.	Some products from Wachendorff are in "end-of-life" status. Production could mean higher costs and obtaining the parts could result in longer delivery times.

Expected delivery time by the parcel/delivery service commissioned by us

Within Germany: 1-2 working days

Within Europe: 2-4 working days

Worldwide: Please contact our order processing department by phone on +49 (0) 6722/9965-19 or by email to order-wa@wachendorff.de, to coordinate the delivery time in accordance with the conditions of the transport company.

¹⁾ Notes on TOP24 delivery:

If our standard delivery time of 15 working days is still too long for you, we have developed the TOP24 delivery service. We supply you with our entire range of incremental and absolute standard encoders as individual parts within 24 hours. This service applies to all standard shaft encoders from our production program. Please note that our TOP24 service is limited and orders are thus processed according to the FIFO principle (first in, first out). Orders for a TOP24 delivery must be sent in writing by email to order-wa@wachendorff.de or by fax to +49 (0) 6722/9965-410 and received by us before 9:00 am.

They must include the express request for the TOP24 service, including the additional costs arising.

Please always discuss your order of a TOP24 delivery with our order processing department before submitting your order.



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