

Delivery and Returns

We strive to offer an unbeatable service and deliver our products safely and cost-effectively. Our main focus is serving our customers' needs with a combination of great design, quality products, value for money, respect for the environment and outstanding service. Please read our Delivery terms and details before you complete your order. If you have any questions, we advise that you contact us at 080080478 and speak with one of our customer service associates.

Delivery rates:

The delivery is performed by a third-party delivery service provider.

All orders under 20 kg are shipped by courier with delivery to building address service.

All orders over 20 kg are shipped by transport company with delivery to building address service.

All orders are processed within 72 hours from the day following the day on which the order is confirmed and given to the courier or transport company for delivery. After the ordered goods are given to courier or transport company for delivery, we will send you a tracking number, which will allow you to check on their website for recent status.

The delivery price is not included in the price of the goods. The transport and delivery costs depend on the weight and volume of the ordered items, the delivery area and any additional services (delivery to apartment entrance, etc.).

The following delivery pricelist is applied.

All prices are in Euro (EUR) with included VAT.

Free Delivery

If the value of the ordered items exceed 800 EUR the User get free delivery to building address. Orders under 800 EUR will be charged a delivery fee according to our standard shipping rates.

1. Delivery to building address.

Zone		7	8	10	11	12
Postcode		10000-10299	10300-10999 40000-49999	51000-51999	22000-35999 52000-53999	20000-21999
Standard Package (1400x660 mm) for ex. flooring & wall pannels packs (without skirting and profiles).	20-30 kg	77 €	80 €	90 €	93 €	96 €
	30-80 kg	103 €	110 €	124 €	130 €	137 €
	80-130 kg	130 €	144 €	151 €	164 €	174 €
	130-180 kg	156 €	173 €	185 €	201 €	215 €
	180-280 kg	216 €	242 €	261 €	283 €	306 €
	280-380 kg	295 €	330 €	353 €	385 €	413 €
	380-480 kg	401 €	441 €	503 €	547 €	607 €
	480-580 kg	429 €	481 €	516 €	564 €	655 €
	580-680 kg	498 €	555 €	628 €	678 €	756 €
	680-780 kg	591 €	647 €	749 €	802 €	856 €
	780-880 kg	640 €	691 €	812 €	867 €	925 €
	880-980 kg	689 €	735 €	875 €	930 €	993 €
	980-1080 kg	737 €	779 €	937 €	993 €	1 061 €
	1080-1180 kg	786 €	823 €	1 000 €	1 056 €	1 128 €
	1180-1280 kg	835 €	867 €	1 062 €	1 119 €	1 195 €
Oversized Package (> 1400 m length) for ex. flooring & wall pannels packs (with skirting and profiles).	1280-1380 kg	883 €	911 €	1 125 €	1 181 €	1 261 €
	1380-1480 kg	932 €	955 €	1 187 €	1 242 €	1 327 €
	20-30 kg	98 €	108 €	118 €	121 €	124 €
	30-80 kg	124 €	139 €	152 €	158 €	165 €
	80-130kg	151 €	172 €	179 €	192 €	202 €
	130-180 kg	176 €	201 €	213 €	229 €	243 €
	180-280 kg	237 €	270 €	289 €	311 €	334 €
	280-380 kg	316 €	358 €	381 €	413 €	441 €
	380-480 kg	422 €	469 €	531 €	575 €	636 €
	480-580 kg	450 €	509 €	544 €	592 €	683 €
	580-680 kg	519 €	584 €	656 €	706 €	784 €
	680-780 kg	612 €	675 €	777 €	831 €	884 €
	780-880 kg	661 €	719 €	840 €	895 €	953 €
	880-980 kg	710 €	763 €	903 €	958 €	1 021 €
	980-1080 kg	758 €	807 €	965 €	1 022 €	1 089 €
	1080-1180 kg	807 €	851 €	1 028 €	1 084 €	1 156 €
	1180-1280 kg	856 €	895 €	1 090 €	1 147 €	1 223 €
	1280-1380 kg	904 €	939 €	1 153 €	1 209 €	1 289 €
	1380-1480 kg	953 €	983 €	1 215 €	1 270 €	1 355 €

2.Delivery of samples and small packages.

Zone		7	8	10	11	12
Postcode		10000-10299	10300-10999 40000-49999	51000-51999	22000-35999 52000-53999	20000-21999
Small Package (A4 size) for ex. Samples; end caps;inner/outer corners,glue, cleaners, etc.	up to 1 kg	9,50 €	9,50 €	9,50 €	9,50 €	9,50 €
	up to 2 kg	11,00 €	11,00 €	11,00 €	11,00 €	11,00 €
	up to 3 kg	12,50 €	12,50 €	12,50 €	12,50 €	12,50 €
	up to 5 kg	29,50 €	29,50 €	29,50 €	29,50 €	29,50 €
	up to 7 kg	36,00 €	36,00 €	36,00 €	36,00 €	36,00 €
	up to 10 kg	44,00 €	44,00 €	44,00 €	44,00 €	44,00 €
	up to 20 kg	52,00 €	52,00 €	52,00 €	52,00 €	52,00 €
Small Oversized package (>1,7 m	up to 15 kg	88,00 €	99,00 €	108,00 €	113,00 €	117,00 €
	up to 30 kg	96,00 €	107,00 €	116,00 €	118,00 €	122,00 €

General Delivery Terms

Deliveries are made in Croatia, to an address chosen by the User. A signature will be required on delivery following identity verification.

The delivery address specified by the User must be accessible by asphalt or paved road, and the delivery is made to the place closest to the specified delivery address, which (at the discretion of vehicle driver) allows unimpeded and safe parking, lowering of the cargo board and unloading.

If, after two visits within the same day to the address listed by the User, the courier has not been able to complete the delivery and/or contact the User at the phone number listed by the User, the remote sales contract shall be automatically terminated, and Krono SHOP shall be free of its obligation to deliver the ordered goods. In case of such remote sales contract termination, Krono SHOP shall reimburse the User for the paid amount.

Damaged goods

Upon delivery of your products at the requested location, please do inspect the goods as any damages will have to be noted on the courier documentation.

Returns

We want you to be completely happy with your purchase from Krono SHOP, therefore, we operate a 14-day returns policy. If you refuse a delivery for any other reason aside from damage, you will be refunded to your credit/debit card or bank account within 14 days. All we ask is that you return the products back to us in the original packaging and the products are in the same condition at the time of purchase. We cannot accept any cut or fitted products so please fully inspect your goods.

The user shall be responsible for the damages of the goods caused by trying out the goods in manner that differs from what is usually necessary to determine their nature, specification and proper functioning.

To assist us in processing your return, please provide a cover letter, which you can find here:

https://krono-shop.com/Return_Form_EN.pdf, detailing your name, order reference number

and date, and send it by email to: service@krono-shop.com. As soon as your return has been processed, you will be refunded to your credit/debit card or bank account within 14 days. In case of delay, please contact your card issuer or bank.