



TWEHA SHIPPING AND RETURN POLICY

Return policy

The TWEHA adhesive systems are chemical products with a specific composition and limited shelf life and therefore cannot be returned. The right of withdrawal therefore does not apply. As a result, the sale is final after successful payment.

Shipping policy

Shipping policy Lead time for shipments

All orders will be processed within 1 to 8 working days. Orders are not shipped and/or delivered on certain public holidays.

Shipping costs and delivery times

TWEHA offers free standard shipping within the Netherlands and Belgium for orders with a minimum purchase amount of 500 EUR. For orders with a purchase price of less than 500 EUR, a transport & handling fee of 45 EUR applies.

Deliveries outside the Netherlands and Belgium are subject to the EXW delivery condition (INCOTERMS 2020). We send deliveries to almost every country in the world, with some specific exceptions in case special circumstances apply. In case you request us to arrange transport, please contact us and we will inform you immediately about the shipping costs and transport duration.

TWEHA will make reasonable efforts to have the order ready for transport within the expected delivery times or to deliver it to the delivery address. If we are dealing with many orders or other unforeseen circumstances, shipments may be delayed. Please note extra days of transportation for delivery. If there is an anticipated delay in the shipment of your order, we will inform you by e-mail or telephone.

Shipping to a mailbox or an APO/FPO address

We can only execute an order to a delivery address that is a home or work address. We do not send deliveries to mailboxes or addresses of army or fleet post offices (APO or FPO addresses).

Shipping confirmation and tracking

Once your order has been shipped, you can request track and trace information from our logistics department.

Customs duties and import duties

TWEHA is not responsible for any customs duties and/or import duties on your shipment. All fees imposed during or after the transport of your order are your responsibility (such as levies, taxes, etc.) and must be paid by you.

Damage, incomplete shipments, losses or incorrectly delivered products

We ask you to inform our customer service as soon as possible (preferably within 24 hours from the moment you received the order) by e-mail, telephone or via the contact page of the Website if you:

- receive your order in damaged or incomplete condition;
- receive products you have not ordered;
- Or have not received your order.

In these cases, we will decide how to resolve the situation. You must always inform us of the above situation(s) and await our instructions.

If the order has been lost during transport, we will initiate an investigation procedure with the relevant carrier. We usually wait for the results of the investigation procedure first. You agree to cooperate fully with our carrier during the conduct of the investigation.

The risk of damage and/or loss to/of the shipment is regulated in the INCOTERMS 2020 under which conditions delivery has been agreed.

Contact us

If you have any questions about the shipment of your order, please contact us using the details below. You can send us an e-mail at any time and can reach us by telephone during office hours.
Phone: +31 (0) 88 600 3 600 Email: info@tweha.com