

## Express Service

*Machinery breakdown?*

*Forgot to place the order?*

*Emergency?*

**No problem!**

Eltra offers an easy and efficient solution to solve your encoder's urgencies.

Thanks to our well-established '**Express 24**' and '**Express 48**' Services, for a small extra fee you may request the shipment of Eltra's encoders<sup>1</sup> that you need, within 24 or 48 hours<sup>2</sup> at your choice, so that you can restart the activity of the plant in the shortest time possible.

**Satisfied or reimbursed:** if the order will not be delivered according to the terms hereby agreed, the service fee will not be applied.

**Express Service:** a fast service to quickly solve your encoder needs.

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<sup>1</sup> Service subject to restrictions (Ref. 9).

<sup>2</sup> From the receipt of the request. Service subject to prior approval and availability (Ref. 2).

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## Service Terms

### 1) Customer's Request

Express delivery requests are exclusively accepted by e-mail at the address [express@eltra.it](mailto:express@eltra.it).

Requests by phone or by fax will be not accepted. All requests must be approved by Eltra S.p.a. without any exception.

### 2) Approval

Requests will be evaluated during working days, from **8.00 AM** to **5.00 PM**. Eltra S.p.a. will answer by e-mail, directly to the sender's address, confirming or not the availability of '**Express 24**' or '**Express 48**'.

For orders received outside the above time, the dispatch time will start from 8.00 AM of the next working day.

Whenever both '**Express 24**' and '**Express 48**' are available for the goods requested and the Customer hasn't selected any preference, Eltra S.p.a. will choose an option at its own discernment, without considering any objection for the service offered.

### 3) Approval of the order

Once the order has been approved (according to Ref. 2), it's understood that the order is automatically accepted by the Customer.

### 4) Dispatch time

Dispatch time for '**Express 24**' and '**Express 48**' services is specifically of 24 and 48 hours from the time when the order is received by Eltra S.p.a. (within time and condition as per Ref. 2) to the consignment to the courier.

Goods are Delivery CPT Eltra S.p.a. Incoterms 2000 with our freight courier; shipping expenses will be added to the invoice.

### 5) Shipping

If the Customer requests a delivery to its place, shipping service will be made through a freight courier chosen by Eltra S.p.a.. Shipping expenses will be charged to the invoice. Delivery time does not include the shipping time from Eltra S.p.a. to the final destination; Eltra S.p.a. will be not responsible for delays or mistakes of the shipping, loss of the goods during the shipping and whatever else not specifically written on Ref. 4.

### 6) Costs

'**Express 24**' and '**Express 48**' services are subject to a small service fee.

### 7) Payment Terms

'**Express 24**' and '**Express 48**' are subject to 'advance payment' by C/C, or to usual payment terms, when specifically agreed.

**8) Cancellation of the order**

When the order has been received, no cancellation will be accepted. Fee service and goods will be invoiced anyhow.

**9) Restrictions**

Due to reasons not depending on the willing of Eltra S.p.a., '**Express 24**' and/or '**Express 48**' services may not apply to some products. The effective service availability will be confirmed by Eltra S.p.a. with the approval of the request (Ref. **Error! Reference source not found.**).