



Sonitron N.V.
Kasteelstraat 93 – 9100 Sint-Niklaas - Belgium

Sonitron shipping terms & conditions

Following are the terms and conditions that constitute our new shipping Policy.

I. General information

All orders trigger verification of our available production capacity. An estimated delivery time will be provided to you via email once your order is confirmed and accepted.

Preliminary delivery times are estimated and based on your order date. These delivery times are used as a guide only and are subjected to the acceptance and approval of your order.

Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the number of items ordered.

II. Frame contract 1 year + confirmed project price available

Frame contracts with fixed-lead times are highly recommended. Due to the fixed dates, we can schedule and produce the order in advance, providing you excellent value and peace-of-mind.

The maximum period of the last delivery = 1 year after order, unless otherwise agreed

III. Default shipment processing time of 8 weeks

The default delivery time is 8 weeks. If we are experiencing a high volume of orders, eg during summer, shipments may be delayed for another few weeks. Please allow additional weeks in transit for delivery when based in remote locations.

If there will be a significant delay in shipment of your order, we will contact you via email.

Default delivery time of 8 weeks

IV. Delivery for small orders in 5-6-7 weeks

Small orders are available for some of Sonitron's piezo components.

PLEASE NOTE: There are limitations on the number of small orders we accept.
=>First ordered is first served.

5, 6 or 7 weeks estimated delivery time for small orders

V. Rush order (+15%) & Super rush order (on request)

Sonitron offers a lead time of 3 or 4 weeks for urgent orders. Additional charges for your rush order will be calculated at 15% of the total value with a minimum amount of €150.

Rush orders are only available for orders after confirmation by production planning!

Note that occasionally, delivery delays can occur due to strict quality requirements.

A limited number of Super rush orders with a lead time of 1 or 2 weeks are available on request.

Charges for Super rush orders will be calculated, starting from 45% till 300% of your order value, with a minimum charge of €200.

Rush order of 3 / 4 weeks => + 15% (minimum charge €150)

Super rush order of 1 / 2 weeks => (minimum charge €200)

VI. Re-planning fee

Once a purchase order is confirmed, the quantities and lead-times are fixed in our production planning.

We can add items or increase quantities in an existing order confirmation, with a minimum order value of €125,00.

For requested changes in delivery dates, we ask a re-planning fee of €25, except when it becomes a rush order / super rush order or otherwise agreed.

VII. Minimum order Value/ administration costs

Minimum order value: €125,00.

For orders below €125,00: supplement of €25,00 for administration costs

Minimum Pro-Forma invoice value (outside the EU): €500,00.

For Pro-Forma invoices below €500,00: supplement of €30,00 for bank costs.

VIII. Customs, Duties and Taxes

Shipping term: Ex Works

Sonitron is not responsible for any customs and taxes applied to your order. All fees incurred during or after shipping are the responsibilities of the customer (tariffs, taxes, etc.).

IX. Damages

Sonitron is not responsible for any products damaged or lost during shipping. However, we monitor your different transport options. Please contact our support department via email to file your complaint.

Please save all packaging materials and damaged goods for accurate root cause analysis.

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