

FAQHow to order?

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Orders can be made by simple e-mail, by fax or through the ESPEN Web-Shop.

For standard items please use shop.espen.de.

Pictures shown in the shop are ***samples unless otherwise stated. Some (very few) sets and pieces are listed under "unique sets"***. In case you want a selection of pictures of specific items not listed as unique bids prior to purchases, we can provide such pictures and mail them for selection. For such documentary service we charge € 20.00 net.

Prices in our product list are prices ex works given in Euros before VAT. German VAT is currently 19% and will be added to the net value of goods. This applies to all individuals and companies having their residence in EU member states. Exemption is made for EU companies with valid VAT identification number. Customer has to provide this number which will be noted on the order confirmation and the commercial invoice. Non-EU individuals and companies will not be charged of such VAT.

Discount is voluntarily granted depending on order volume:

6 - 10 sets/pairs/pieces of the same kind:	7%
11 - 25 sets/pairs/pieces of the same kind:	10%
26 - 50 sets/pairs/pieces of the same kind:	15%
51 + sets/pairs/pieces of the same kind:	negotiable

Minimum order value: for administrative reason the minimum order value is € 100.00 net ex works. Exemption: purchase on site / in our warehouse

Shipping: regularly we ship with UPS. Optionally, we use DHL for some destinations outside Europe where UPS does not offer services. Pick-up by buyer is, of course, possible. The final cost for packaging & shipping will be given in the order confirmation / invoice.

Time of delivery: for standard articles we need 3 - 5 days to ship. Customized dimensions can be done within 5 – 15 days. For details refer to order confirmation.

Payment: regular payment is pre-payment before shipping. Payment can be done either by wire transfer or paypal (banking@espen.de). On site: cash, EC or credit-card.

*ESPEN Tonewoods * 61118 Bad Vilbel – Frankfurt am Main * Germany*