

FAQ: General questions

Who can order from AkkuPoint?

We only supply customers in the B2B sector. You must therefore order under a company name and a company address in order to be able to purchase goods from us. Our largest customer groups are fire fighters, police, hospital & ambulance service as well as industry & wholesale. We do not supply private customers (B2C).

How do I proceed if I want to order an item?

To place an order in our webshop, you must be logged in. Are you a new customer? You can register as a new customer on our website under "Log in" → "[Registration](#)". You will receive your login directly after registration.

What are the shipping costs for Switzerland / Liechtenstein?

The shipping costs for a parcel weighing up to 30 kg are CHF 16.50. For webshop orders with a net goods value of CHF 300.00 or more, you benefit from free delivery (pallet goods excluded). You will find further shipping methods and costs in our [GTC](#).

How long does it take for my order to arrive?

The items stated in the webshop as "available from stock" will usually arrive within 1-3 working days. Items that are not in stock will normally have a delivery time of approx. 7 to 10 days. If an item is delayed or cannot be delivered at all, the customer will be informed in written form.

What are my payment options?

You will receive an invoice for your order. Unless otherwise stated, the payment period is 30 days. New customers may be required to pay in advance.

Do you deliver to other countries?

Yes. We reserve the right to ship exports against advance payment. The costs for transport and export will be charged according to expenditure.

How do I proceed if an item is broken?

We ask you to check the goods upon receipt. Obvious defects or deviations from the order must be reported to us within 7 days of delivery. You can register and send in defective articles, repairs and service cases on our website under the heading "[Service Centre](#)".

How do I proceed if I have ordered the wrong item or too many items?

Order cancellations can only be accepted in consultation with AkkuPoint AG. Costs that have already been incurred can be claimed in full. Returns go through a strict process of quality control. Therefore, we take the liberty of charging 20% of the value of the product - at least, however, CHF 50.00 - for the inconvenience.

What should I do if I receive the wrong item?

We only send out items that have been double-checked. However, if you have received the wrong item, you can of course return it. You will find the return form on our website under the heading "[Service Centre](#)".