Customer Information

Shipping and Delivery Terms

Effective from 01 November 2025, the following shipping and delivery terms apply at Fagron, section 4 of the General Terms and Conditions (available at www.fagron.de)

Subject to change

Orders can be placed by fax, telephone, e-mail or via the Fagron webshop (prior registration and confirmation by Fagron required). All amounts stated are net prices.

Public and community pharmacies as well as hospitals and hospital-supplying pharmacies in Germany (D), Austria (AT) and Switzerland (CH); orders by telephone, fax, e-mail

	Minimum order value	**Free delivery from**
Germany	EUR 15,00	EUR 50,00
Austria	EUR 35,00	EUR 150,00
Switzerland	EUR 35,00	EUR 250,00

For order values up to EUR 35,00, Fagron charges the following flat-rate shipping costs:

	Weight*	**Flat-rate shipping cost**
Germany	up to 31,5 kg	EUR 7,00
Austria	up to 10 kg	EUR 20,00
Switzerland	up to 10 kg	EUR 30,00

*Please note that shipments up to a weight of 31,5 kg are sent as parcels. Shipments with a total weight over 31,5 kg are sent as freight.

Different quantities may be charged at higher rates accordingly. Product-related increased freight costs may also occur. The licence fee for deliveries of narcotics (only valid for AT, CH) as well as any customs duties incurred will be charged separately.

Orders via the Fagron webshop, valid for all customer groups

	Minimum order value	**Free delivery from**
D, AT, CH	not applicable	EUR 50,00

	Weight*	**Flat-rate shipping cost**
D, AT, CH	up to 31,5 kg	EUR 7,00

Fagron GmbH

Shipping and Delivery Terms

Industrial customers - all countries

	Minimum order value	Free delivery from
D, AT, CH	EUR 50,00	EUR 500,00

For order values up to EUR 35,00, Fagron charges the following flat-rate shipping costs:

	Weight*	Flat-rate shipping cost
Germany	up to 10 kg	EUR 7,00
	up to 20 kg	EUR 13,00
	up to 31,5 kg	EUR 22,00
Austria	up to 10 kg	EUR 20,00
	up to 31,5 kg	EUR 35,00
Switzerland	up to 10 kg	EUR 30,00
	up to 31,5 kg	EUR 45,00

*Please note that shipments up to a weight of 31,5 kg are sent as parcels. Shipments with a total weight over 31,5 kg are sent as freight.

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