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Now online – our new webshop

FAQ

Factory Automation webshop ❯ www.factory-automation-shop.com

❯General

- **How do I find my way around the web shop?**
  Please have a look at our Demo #2: The Web Shop at a Glance.

- **Why do I have to register in the Factory Automation Shop?**
  The Factory Automation Shop is a B2B web shop which can only be used by businesses and not by private consumers. For this reason, we ask new customers for the relevant company data in the course of registration. We take compliance requirements very seriously, so the system also includes, for example, a preliminary check for sanctions lists. For existing customers, registration for the web shop can also be done directly via the respective employees in the sales and Customer Centers at our sites. An additional registration via the web shop is therefore not necessary for existing customers. Simply speak to the contact person you know at our sites if you want to order via our web shop.

- **How do I register in the web shop?**
  Click on "My Account" or "Login" and then select "Request an Account". Please also have a look at our Demo #1: Registration in the web shop.

- **What is the fastest way to find my desired item in the web shop?**
  Either navigate to the desired category via "Products & Services" or use our search function in the web shop. Please have a look at our demo #3: The search in the web shop.

- **I have forgotten my password for my customer account.**
  If you have forgotten your password for your customer account, you can use our "Forgot your password?" function on the login page to reset your password.

- **My company address/billing address has changed.**
  Please contact our Customer Center via the contact link, which you can find at the bottom of the web shop page in the gray footer area. In your account you can only change or add delivery addresses, personally.

- **Where can I find the terms and conditions?** In the order process you will be offered the terms and conditions to view / download.

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❯Order

■ **How does an order through the online store work?**

Please watch our Demo #4: The Purchase Process.

■ **Is there a minimum amount for my order?**

There is no minimum order value in our online store. However, please note that we offer free shipping for orders over € 1,500 or $ 2,000 and domestic delivery (for Germany, France, Spain and USA).

■ **How can I change my order?**

Since we try to ship the goods as close as possible to the time the order is received, it is often not possible to change your order. If you want to change something, please contact our Customer Center, immediately to have your change request checked. In case of doubt, you still have the option to return the wrong item and place a new order in parallel.

■ **How can I cancel my order?**

We generally try to process all incoming orders promptly. Please contact our Customer Center as soon as possible to have your cancellation request checked.

■ **Can I also order by other means?**

As an existing customer, you can of course continue to place orders, directly. If you are a new customer and do not yet have a contact person at our company, you can find the appropriate contact via https://www.leoni-factory-automation.com/en/sales-network/. Please fill out the contact form, so your request will be processed by the right company in the fastest way. An order via the web shop will be processed preferentially in our company, so you will benefit from faster delivery times compared to an order via other ways.

■ **Where can I see my past orders?**

As soon as you are registered and logged in to our store, you will see a "Recent Orders" field in the left column on the home page. Furthermore, you can see your past orders via "My Account" ➜ "My Orders" respectively ordering them again.

■ **The item I want to order is not available at the moment. Is there a possibility to order it anyway?**

If an item you need is currently not available, please contact our Customer Center to arrange the next possible availability of the item. To do so, please click on the contact link that you will find at the bottom of the web shop page in the gray footer area.

■ **Why have I not received an order confirmation?**

In order to receive an order confirmation from the store system, the order must be completed correctly. After completing the order, you will receive a notice on the web page that the order has been received. At the same time, the order receipt confirmation will be automatically sent to the e-mail address you provided during registration. Please check the spam folder of your e-mail program first. If you have not received the order receipt confirmation, please contact our Customer Center via the contact link, which you can find at the bottom of the web shop page in the gray footer area, so that we can check the process.

■ **Will I receive an invoice for my order?**

Yes, you will receive an invoice from our Customer Center.

❯Shipping

■ **To which countries do you ship?**

We currently ship to all countries worldwide except: North Korea, Iran, Sudan and Syria. In addition, we take into account the current export restrictions.

■ **Shipping information:**

For our shipping, the current INCOTERMS apply in each case. For shipping within Germany, France, Spain and USA, the delivery condition is CIP your delivery address. The shipping costs are displayed and charged depending on the total weight of the order. From a total order value of 1.500.- € (for USA from 2.000.- USD) LEONI will pay the shipping costs for you. For shipping outside Germany, France, Spain and USA the delivery condition is: FCA LEONI location. The shipping costs are shown depending on the total weight of the order only as non-binding information. You are responsible for organizing the pickup by your carrier and for paying the shipping costs. For explanation see also: https://iccwbo.org/publication/incoterms-2020-practical-free-wallchart/.

■ **Can I specify a special delivery address for my order?**

You have the option during the ordering process to specify an alternative delivery address to which we will send your order. Basically, you can also add a new delivery address at any time via "My Account" ➜ "Manage Address Book".

■ **What can I do if my delivered items are damaged?**

If you have received a damaged item, please log in to Web shop and click on Contact in the footer area at the bottom of the page. Here you have the possibility to report the damaged item and also attach files, such as photos. Please include the order number and other important information so that we can ensure a quick resolution.

■ **An item is missing from my shipment.**

In the order process, you had the option to opt for partial shipments. However, if the shipment is indeed incomplete, we apologize for our error. Please contact our Customer Center via the

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contact link, which you can find at the bottom of the web shop page in the footer area highlighted in gray, so that we can re-deliver the item.

■ **My shipment contains an incorrect item.**

If the shipment contains an item you did not order, we apologize for our mistake. Please contact our Customer Center via the contact link, which you can find at the bottom of the web shop page in the gray footer area, so that we can redeliver the item. Please include the order number and other important information so that we can provide a quick resolution.

■ **How do I find out the exact delivery date?**

After the automatic order receipt confirmation, you will receive the official order confirmation from our Customer Center by e-mail. In this we also communicate the delivery date.

■ **Can I book a fixed delivery day with you?**

You have the possibility to enter additional remarks and requests in the order process. Our Customer Center will check these and inform you in a timely manner about realization possibilities.

❯ Payment

■ **What payment options do you offer?**

Payment is currently made exclusively by invoice. This will be sent to you by our Customer Center by e-mail.

■ **Are the prices inclusive of tax?**

In the web shop only "net prices" are shown. This is also noted accordingly in the order process at the totals/subtotals. Applicable taxes are calculated on the order confirmation and the invoice.

❯ Contact

■ **How can I contact the Customer Center?**

As a registered user, please click on the contact link, which you will find at the bottom of the web shop page in the gray footer area. Here you can formulate your request and also upload attachments. You can also get status updates or an overview of your contact history via the tabs "Open inquiries" and "Closed inquiries".

❯ Promotional codes

■ **What is a promotional code?**

This is a personal code that is issued on certain occasions and allows you to enjoy exclusive discounts and special offers. To redeem your promotional code, paste your personalized code into the "Promotional Code" field on the first page of the shopping cart, then click "Apply promotional code" to get the new total. This will apply the discount rate to your order. Please note that each code can only be used once and may also be time limited.

■ **Can a promotional code be applied after the order has been completed?**

No. You can only apply codes during the order process.

❯ Security & Data Protection

■ **How secure is my data?**

Your personal data is transmitted via the Internet in encrypted form during the ordering process. We secure our website and other systems by technical and organizational measures against loss, destruction, access, modification or distribution of your data by unauthorized persons. Access to your customer account is only possible after entering your personal password. You should always keep your access information confidential and close the browser window when you have finished communicating with us, especially if you share your work device with others.

■ **Where can I find the web shop's privacy policy?**

Detailed information on data protection can be found via the following link: https://www.leoni.com/en/data-protection/ Legal notice can be found here: https://www.leoni-factory-automation.com/en/legal-notice/

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