

## Contact Parts Service

General / Main Office	✉ info@geringhoff.de	☎ +49 (0) 2382 9814-0
Parts Order	✉ parts-service@geringhoff.de	☎ +49 (0) 2382 9814-57 ☎ +49 (0) 2382 9814-58
Parts Advice	✉ parts-support@geringhoff.de	☎ +49 (0) 2382 9814-45
Shipping Information	✉ logistic@geringhoff.de	☎ +49 (0) 2382 9814-46
Part Returns	✉ retoure@geringhoff.de	☎ +49 (0) 2382 9814-433
Fax	+49 (0) 2382 9814-50	

We can personally be reached:

**Mondays through Thursdays:**  
7:00am - 4:30pm CET

**Fridays:**  
7:00am - 3:00pm CET

## Spare Parts Information for Specialized Dealers and Costumers

### 1 Before the spare parts order

Please have the following information ready before making the spare parts order:

- Article number
- Quantity
- Shipping method
- Bill-to party (agricultural-specialized dealers only)
- Shipping address

Should you not have the article number for the part needed, please have the following additional information ready:

- Machine type
- Working width
- Year of manufacture
- Serial number

**i Please take into account the minimum order quantity of 25,-€!**

### 2 Shipping information for overnight express

Spare parts orders that are received by 1:00pm can normally be shipped out by 5:00pm on the following day (FedEx Overnight®)

Spare parts orders that are received by 4:00pm can normally be shipped out by 8:00am within Germany (Night Star Express).

## 2.1 Shipping within Germany

### Package shipments

- Night shipment Night Star Express (shipment next day by 8:00am)
- Standard shipment FedEx Overnight® (shipment next day by 6:00pm)

### Shipping Crates / Bulky Items / One-way Pallet

- Night shipment Night Star Express (shipment next day by 8:00am)
- Dachser Targospeed (shipment next day by 5:00pm)
- Dachser Targoflex (shipment 1-2 days by 5:00pm)

## 2.2 Shipping within the European Union

### Package shipments

- Night shipment Night Star Express (shipment during the next days); only for Benelux, Austria, Denmark; including Switzerland)
- Express shipment FedEx Express® / DHL Express (shipment 1-2 days until 6:00pm)
- Standard shipment FedEx Economy (shipment 2-3 days until 6:00pm)

### Shipping Crates / Bulky Items / One-way Pallet

- Night shipment Night Star Express (shipment during the next days); only for Benelux, Austria, Denmark; including Switzerland)
- Air freight DHL Express / FedEx Priority® Freight (shipment 1-3 days until 5pm)
- Dachser Targospeed (inquire exact delivery date online)
- Dachser Targoflex (inquire exact delivery date online)

## 2.3 Shipping outside the European Union

### Package shipments

- Express shipment FedEx Express® / DHL Express (shipment 1-3 days until 6:00pm; depending on country)
- Standard shipment FedEx Economy® (shipment 3-5 days until 6:00pm; depending on country)

### Shipping Crates / Bulky Items / One-way Pallet

- Air freight DHL Express / FedEx Priority® Freight (shipment 1-2 days until 5pm; depending on country)
- Air freight FedEx Economy® Freight (shipment 2-3 days until 5pm; depending on country)
- Air freight Dachser / Schenker (shipment 3-5 days until 5pm; depending on country)
- Sea freight Dachser (LCL) / General cargo (shipment 25-45 days; depending on country)

## 3 Return from Spare Parts

Please note our return policy. The latest version can be found at [www.geringhoff.de](http://www.geringhoff.de).