

## **Shipping Methods**

Your order from [www.stratelos.gr](http://www.stratelos.gr) can reach your hands in two ways.

Either upon receipt from our physical store, or sent to the address of your choice. If you choose to pick up from the store, then you are not charged with shipping costs regardless of the cost of your order.

### **Shipping Costs**

Up to 2 kg the price of shipping is: € 5.00

From 2 to 7 kg, the price of shipping is: € 8.00

From 7 to 12 kg, the price of transport is: 10,00 €

From 12 to 20 kg, the price of transport is: 15,00 €

For every extra kilo, there is a cost of € 1.50

The cost of cash on delivery is € 2.50

Shipping is free for orders up to 2 kg with a value greater than € 70.00

Delivery times range from 9am to 5pm. In case you can not pick up during this time, you have the option to pick up from the courier store with the help of the shipping code that we send you via sms or e-mail.

If we encounter a problem in processing your order (such as a lack of a product from the manufacturer), one of our representatives will call you on the contact phone number you have provided, in order to find a solution for the best possible service.

All orders start to be processed by us the next business day (Weekends are not considered business days). In case the products you have chosen are not immediately available, your order will be sent by us exactly on the day we collect the products.

Final delivery time may vary in some inaccessible areas / islands or during periods of emergency or heavy workload of courier companies. Weekends and holidays are not included in the delivery times.

If, for any particular reason, you request your order earlier, you can call us to see how we can modify it so that you have it as soon as possible. We will make every effort to serve you.

Payment for your purchases in stores can be made in cash or by using a debit and credit card.