

How To Order

Orders can be placed by phone, fax, e-mail, or via our online shop:

- Phone: +49 551 707 220
- Fax: +49 551 707 2222
- E-mail: info@mobitec.com
- Online Shop: www.mobitec.com

After placing your order, you will receive an order confirmation via e-mail within 2 working days. If you do not receive this e-mail, please contact us by phone. Thank you!

To expedite your order please provide the following information:

- Your purchase order number or reference number (if available)
- Billing and shipping address (no P.O. Box for shipping!)
- VAT registration number (required only for orders from EU countries other than Germany)
- Phone number
- E-mail address or fax number (you will receive an order confirmation by e-mail or fax)
- Contact person

All sales & quotations are subject to MoBiTec's [Terms and Conditions](#).

Shipping

If not agreed otherwise, MoBiTec chooses the way of shipment (carrier, dispatch route, and packaging).

Shipping costs vary and depend for example on destination and weight of the product. An overview of standard shipment costs can be found [here](#).

The final shipping costs are stated in the order confirmation.

Delivery Time

Our delivery times are non-binding estimates.

Our general delivery time amounts up to two weeks since contract conclusion. We try to deliver faster (within one week).

Prices and Charges

Prices are applicable at time of contract conclusion and are calculated from stock. Prices do not include transport costs, taxes, custom duties or other tolls, fees and charges.

Offers, products, and prices are subject to change without notice. Current pricing will be confirmed at the time of your order.

Payment

After your order has been shipped you will receive an invoice. The invoice is sent separately by regular mail or electronically as PDF file to your billing address. Our bank account details are listed in the footer of the invoice. Please indicate the invoice number on your payment.

You can only pay by bank transfer. Payments via credit card are not possible. Payment terms are 30 days.

Important Notice

Private customers are not allowed to place orders and will not be provided with our goods and services.

Products supplied by MoBiTec may be used for laboratory and research purposes only. Usage of our goods for medical diagnostics and therapy on human beings is prohibited.

For details see [Terms and Conditions](#).