

How to Order from Poland



PLACE
ORDER
ONLINE



PAY WITH
PAYPAL
OR CARD



INTERNATIONAL
SHIPPING



14 DAYS
RETURN
POLICY

Appendix 6 to Terms and Conditions For clients from EU and beyond

Who We Are

SuperWagi.com is a professional online store operated by B2B Janusz Kręcicki, based in Poland – official distributor of KERN & SOHN precision balances and measurement tools.

We ship across the EU and selected countries worldwide. Customer service is available in Polish and English.

Step-by-step ordering guide

1. Browsing the website

- Visit <https://superwagi.com>
- Use Google Translate or browser extensions for English
- Product descriptions include specifications in English or icons/standards

2. Currency

- Prices displayed in PLN (Polish Złoty) by default
- Upon request, we can issue pro forma invoices in EUR or USD

3. Payment Methods

- Bank transfer (IBAN/SWIFT)
- Online payment gateway (Tpay)
- PayPal (available for international orders)

4. Delivery Options

- Shipping via DHL, UPS, DPD or FedEx

- Standard delivery times:

- EU countries: 2–5 working days
- Outside EU: 5–10 working days

- Shipping cost is calculated individually (based on destination, weight & size)

5. VAT and Customs

- For EU clients with a valid VAT number: 0% intra-community supply
- For private clients in the EU: VAT is charged (23%)
- For non-EU customers: customs fees may apply depending on destination

6. Support in English

- Email: kontakt@superwagi.com
- Response time: up to 24 hours on working days
- We'll assist with product selection, logistics, documentation (CE, ISO, etc.)

7. After-sales

- All products are covered by standard 24-month warranty
- Return policy: 14 days for consumers
- Complaint or damage? Use our [Complaint Form] in English

Required info for Pro Forma / Purchase:

- Full company or client name
- Billing & delivery address
- VAT number (if applicable)
- Product name or SKU
- Preferred shipping method
- Contact person & phone/email

 Need a quote, datasheet or confirmation of EU conformity? Reach out anytime – we're happy to help international buyers!