

Shipping Regulations

1. Warranty claim

When claiming warranty on a product of Erwin Junker Maschinenfabrik GmbH, shipment will be free of charge provided the Shipping Companies and CEPs (Service for Courier, Express and Parcel) listed below are utilized.

Special arrangements have been negotiated with the below listed companies.

Therefore we request that these shipping regulations are adhered to, otherwise the consignee bears for the freight charges.

1.1 Shipping Companies & CEPs Germany & EU

- Goods in package – Shipment up to 20 kg
→ Via UPS – customer no: 788737
- Goods on pallet – Shipment above 20 kg to 2000 kg and/or 3 meters in length
→ Register your shipment at least 24 hours prior
DSV Road GmbH, Location Lahr
Fax no: +49 7821-9968 229, E-Mail: orderde.lah@de.dsv.com
- Goods on pallet – Shipment from 2000kg and more and/or above 3 meters in length and more
→ Register your shipment to
Erwin Junker Maschinenfabrik GmbH in Nordrach
Fax no: +497838-84305 or
E-Mail: to: alexandra.durban@junker.de, cc: andreas.schmidl@junker.de
- Airfreight FCA (Plant) (Worldwide)
→ Schenker Airfreight (pallets) / Fedex (packages) - customer no: 395267353

Please contact our shipping department directly at any time if you need information. We are pleased to help you with any further inquiries. Phone: +49 7838-227 or E-Mail: alexandra.durban@junker.de

1.2 Shipping Companies Northamerica & Canada

- Ware im Paket – Sendungen bis 150 lbs
➔ Via FedEx – Kundennr: 139502515; Phone: +1-847.622.1505
- Ware auf Palette über 150 lbs
➔ Via USF Holland – Kundennr: 416958; Phone: +1-800.777.0868
- Ware auf Palette/im Paket (kleine, große Sendungen und Maschinenversand)
➔ Via UPS – Kundennr: 0039X2;
Contact: Victoria Dovalina; Phone: +1-800.550.4184 ext. 6264;
Email: vdovalina@ups.com

Please contact our shipping department directly at any time if you need information. We are pleased to help you with any further inquiries. Our contact persons are:

Denise Chavez: Phone: +1-847.488.0406 ext. 101
Email: denise.chavez@junker-usa.com

Cheryl Jacob: Phone: +1-847.488.0406 ext.
E-mail: cheryl.jacob@junker-usa.com

Lauren Messer: Phone: +1-847-488.0406 ext. ;
Email: lauren.messer@junker-usa.com

1.3 Shipping Companies Czech Republic

All shipments have to be sent to the shipping address mentioned in section 4 “Incoming goods & business hours”.

2. Regular return shipment

Please take into account that in case of a regular shipment the consignor is paying for the freight.

All shipments have to send to shipping address mentioned in 4 “Incoming goods & business hours”.

3. Special items

All deviations from above conditions are arranged by our shipping department,
 Phone: +49 7838-227 or E-Mail: alexandra.durban@junker.de

4. Incoming goods & business hours

Incoming goods		Business hours	
Plant	Address	Business day	Time of day
Nordrach	Erwin Junker Maschinenfabrik GmbH Junkerstr. 2 77787 Nordrach Germany	Mo - Fr	7:00 – 18:00
Melnik	Erwin Junker Grinding Technology a.s. Řípská 863 276 01 Mělník Czech Republic	Mo - Fr	7:00 – 18:00
Holice	Erwin Junker Grinding Technology a.s. Pardubická 332 534 13 Holice Czech Republic	Mo - Fr	7:00 – 18:00
Elgin	Erwin Junker Machinery, Inc. 2541 Technology Drive, #140 Elgin, IL 60124 USA	Mo - Fr	7:00 – 18:00

5. Outgoing goods & business hours

Outgoing goods		Business hours	
Plant	Address	Business day	Time of day
Nordrach	Erwin Junker Maschinenfabrik GmbH Junkerstr. 2 77787 Nordrach Germany	Mo - Fr	7:00 – 18:00
Melnik	Erwin Junker Grinding Technology a.s. Řípská 863 276 01 Mělník Czech Republic	Mo - Fr	7:00 – 18:00
Holice	Erwin Junker Grinding Technology a.s. Pardubická 332 534 13 Holice Czech Republic	Mo - Fr	7:00 – 18:00
Elgin	Erwin Junker Machinery, Inc. 2541 Technology Drive, #140 Elgin, IL 60124 USA	Mo - Fr	7:00 – 18:00