

Q&A – frequently asked questions

No invoice without purchase order!

Please note that in principle invoices without order reference will not be accepted.

Opening hours for delivery of goods?

The opening hours for deliveries are individually regulated by the locations of the Heraeus Groups and may be requested there directly.

Quality: When is a certification, e.g. in line with DIN ISO EN 9001/ ISO/ TS 16949 required?

It is requested from all suppliers whose material can have a decisive influence on the quality of the final product, and/or who supply material that constitutes a large share of the total part. In case, proof of the level of quality must exist.

What kind of packaging is needed?

For rapid transport and optimal storage the use of cardboard boxes and euro-pallets are called for. Goods are to be packed in such a way that any possible damages resulting from transportation are avoided. Only environmental friendly packaging materials may be used.

How should the goods be marked?

All deliveries must clearly show the following data on every single package:

- Name of supplier
- Heraeus purchase order number
- Brief description of the content, including the number of pieces, weight, etc.

You would like to introduce your company to Heraeus?

Please use our contact form.