

Fressnapf FAQ

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Where is my delivery? How long does it take to ship?

We currently need about 1-3 days to process your order. Unfortunately, due to the current high volume of orders, there may be occasional delays in delivery. We will do our best to deliver your order as soon as possible. However, depending on the influx of requests to be prepared and shipped, the usual delivery time may be a little longer. If there is a delay, we will notify you by email.

As soon as we have handed over your order to our shipping company, you will receive a shipping confirmation by e-mail with a link to track the shipment.

The delivery time for your order also depends on the shipping method and whether your item is delivered by DHL standard shipping or by freight forwarding. You can check the shipping method either on the item detail page, in the order confirmation email under "Shipping" or in My Account.

Standard shipping of Fressnapf items by DHL:

If you order before 16:00, you will usually receive your order within the next 1-3 working days. However, due to the currently very high order volume, there are currently delays in delivery. You can track the current status of your order under "Orders" in My Account, provided you have registered.

As soon as your parcel is shipped, you will receive a shipping confirmation by e-mail, which you can use to track the progress of the shipment in the DHL portal.

Our tip: Activate the shipment tracking function at DHL to receive e-mails from DHL about the status of your shipment.

Shipment of items from our marketplace partners:

Normally, you will receive your order from our marketplace partner within 1-3 working days. Your marketplace item can be shipped with DHL or another shipping service provider (e.g. DPD or GSL). You will receive information about which shipping service provider will be used for the delivery in the shipping confirmation email.

You can also track the current status of your order under "Orders" in My Account, provided you have registered.

Shipping of items by freight forwarder or the manufacturer:

Bulky items will be shipped via a freight forwarder.

Different delivery times are possible for these products. You will find this information on the respective product pages and in My Account.

In most cases, you will be contacted by the shipping company in advance by telephone.

Why haven't I received all the items I ordered?

We are sorry if your order has not been delivered in full.

Your order may arrive in several parcels if not all items fit into one parcel. If the items you have ordered are Fressnapf items (and there are no Marketplace items), you will usually receive all the packages in the same delivery. Please check the dispatch confirmation email or My Account to see if a parcel is still on its way to you.

In these cases, you will receive your order in multiple shipments:

- Items offered through our marketplace partner on fressnapf.de will be delivered by our marketplace partner in a separate shipment.
- Large-volume or bulky items that are delivered by a forwarding agent or items that are shipped directly from the manufacturer will be sent to you in a separate delivery.

You can see the information about your order and the number of shipments in My Account.

If you have received information that all items have been shipped to you, but you are still missing items, please contact our customer service.

My delivery is damaged, what can I do?

During transport, it can happen that, for example, cans are crushed by an impact inside the carton, resulting in dents on the cans. Provided no other damage is apparent on a dented can, such as an opening or excess pressure, the food can still be fed safely.

If you have received a defective item, please contact us over messaging so that the damage can be checked.

Please do not dispose of the item until you have heard back from us.

Why were items from my order cancelled?

Please accept our apologies that one or more items in your order have been cancelled.

If an item is particularly popular, it may have gone out of stock shortly before you completed your order or sometimes there may be a difference in quantity due to technical reasons in our warehouse. As soon as the item is available again, we will send it to you free of charge.

If the item is not available again, you will of course receive a refund if you have already paid for it.

Do you want to change your order or did you order to the wrong address?

Once your order has been received, neither the content of your order nor your delivery address can be changed by you or our customer service.

However, if your order is delivered via DHL, you can request a redirection for your shipment in the DHL portal or via the parcel notification that you receive by e-mail. The DHL Portal also provides you with further information on the shipping time, shipping status or the delivery location of your shipment.

If your parcel cannot be delivered, it will be returned to us and the purchase price will be refunded or deducted from your invoice.

I no longer want some items. How can I return my order?

We're sorry if you don't like all the items in your order. If you no longer want some of the items in your order, simply use the returns label in your package and return them to us within 30 days of receipt. You will be refunded the purchase price within 14 days if you have already paid.

Please note that perishable goods such as frozen food or aquarium plants are excluded from return/cancellation.

No return label in the package? Contact us and we will be happy to send you a return label for free return.

Is there a minimum order value for my order?

Delivery of your order is only possible from a minimum order value of 19 euros incl. VAT, after deduction of all discounts.

What are the shipping costs for my order?

We charge €2.99 up to an order value of €29.00 - regardless of the number of items and the shipping method.

Order value above 29€:

As a retailer, we are not immune to cost increases. Due to increased costs in the area of warehousing and logistics, orders are subject to shipping costs. High shipping costs spoil the fun of online shopping, we know that and keep the shipping costs for you at a low level of 0.99€ from a goods value of 29€.

For orders that exceed a total weight of 31 kg, two or more packages will be sent depending on the weight (maximum weight per package 31 kg). For the increased shipping costs, we charge a one-time additional shipping fee of €2.99 per order.

Can I have my voucher or PAYBACK points credited retrospectively?

Unfortunately, it is not currently possible to retroactively apply a voucher or PAYBACK points to an order that has already been placed. Please make sure that you have entered your voucher and PAYBACK customer number before completing your order.

Our tip:

Save your PAYBACK customer number in My Account so that you automatically collect PAYBACK points for every purchase you make next time.

Where can I see if my voucher is valid?

You can currently enter one voucher per order. You can find our current promotions [here](#).

Our tip:

Sign up for our newsletter to receive a 10% discount on your next order and stay up to date on our latest offers and promotions.

Enter your PAYBACK customer number in My Account so that you automatically collect PAYBACK points when you next shop.