

We will be streamlining our deliveries by introducing a small order fee

We will be changing our Delivery Terms and Conditions as of 1 April 2019.



In order to stimulate increased efficiency and reduce waste, we are changing our Delivery Terms and Conditions. From 1 April, we will be introducing a small order fee on all orders of less than NOK 1,000. You avoid this fee on all orders above NOK 1,000 as well as if you choose to collect small orders in one of our retail outlets.

From 1 April, we will be introducing a small order fee of NOK 250 on all orders of a value of less than NOK 1,000. The aim is to apply this fee to as few customers as possible for the benefit of everyone.

Stimulating increased efficiency

Ordering a screw here and a glove there quickly adds up when you include the time you spend managing the order from start to delivery:

- Logging in
- Entering the order
- Reading the order confirmation
- Taking delivery of the goods
- Paying the invoice
- Entering it in accounts

If we base an order on the assumption that on average it costs you NOK 250 to process an order – costs can quickly add up over a year. If you develop your ordering pattern so that you ensure that you place fewer and larger orders, you will be able to reduce your costs significantly.

Striking a blow for the environment

When you also think of the impact that such small orders have on the environment, we can probably agree that we should both change. In a single year, we pick, package and transport more than 120,000 boxes with a value of less than NOK 1,000. This is not financially viable or particularly

sustainable. Imagine if together we could gather three small orders in a single larger order. We would then reduce the number of heavy goods vehicles on Norwegian roads, protect the environment by not using more than 80,000 cardboard boxes and reduce emissions by more than 92,000 kg CO₂ – every year!

Collect in-store to avoid the fee

The small order fee will be applied to all types of order with a value of less than NOK 1,000. But no rules without exceptions! If you choose to pick up your goods in-store when you place your order, you avoid the fee altogether. This is simply because we add your order to consignments that are destined for our shelves in-store anyway. Obviously, no small order fee applies if you make small purchases in-store.

Changes to Delivery Terms and Conditions

From 1 April, we will be changing our Delivery Terms and Conditions. A small order fee of NOK 250 will be applied to any orders with a total value of less than NOK 1,000. If you order from our webshop and the total value of goods in your basket comes to less than NOK 1,000, you will be alerted before you place your order.

We look forward to continuing to work with you – and hope that we can change together for the benefit of the environment and overall efficiency.

“Imagine if together we could gather three small orders in a single larger order. We would then reduce the number of heavy goods vehicles on Norwegian roads, protect the environment by not using more than 80,000 cardboard boxes and reduce emissions by more than 92,000 kg CO₂ – every year!”



Runar Hansesætre,
Sales Director, Ahlsell Norway