



# IBA Customer Services | RUSH delivery for parts



## Save precious hours of production thanks to the Rush Delivery Service

For Customers in a range of 500km of an IBA distribution Hub, we will send the part with a Taxi. For Customers located further away, IBA will organize Express Air Freight or a Hand Carry Service, if required.

IBA has already tested this new delivery mode several times. Two European customers urgently requested a spare part and received it less than 6 hours later! Should you require Rush Delivery, please mention it specifically at the time of your initial emergency request.

Service Level	Customer order processing	Warehouse departure	Transport Type	Customer Fees
<b>Rush</b>	Upfront commitment on part arrival time Priority order processing Staff mobilization	<b>Max. 2 hours</b> Cut off time 17:00	Taxi or Hand Carry	Fixed Rush Fee - Depending on ServiceContract Rush Transport Fee
<b>Same Day</b>	Standard order processing	<b>Same or Next day</b> Cut off time 17:00 Europe Cut off time 15:00 ROW	Express	Express Transport Fee
<b>Normal</b>	Standard order processing	<b>Scheduled delivery</b>	Economy	Standard Transport Fee

Only applicable if parts are available in IBA stock  
Request during business hours only



*“Our goal is to adapt our Parts Delivery Service to Customer requests. In case of Emergency we are now able to deliver available parts typically within 4 to 10 hours”*

Frédéric Grégoire  
CPU Manager, IBA Customer Service

**Starting Rush deliveries  
Improving production time**