

What products can I buy through Plansee Online-Shop?

In our web shop you will find the world's largest selection of wires, rods, sheets and foils made of molybdenum, tungsten, tantalum and their alloys. Also on offer: TIG welding electrodes and furnace parts.

What data do I need to register?

Plansee Online-Shop is designed for business customers only. Please be aware that it is not possible to register as a private customer.

In addition to your contact details, we require the name, address and VAT Number (for EU countries) of your company.

A few minutes after your registration, you will receive an e-mail from us with a starting password. Please use this starting password to log yourself in under shop.plansee.com and choose a personal password for future visits. For your security, please do not share your password with any third parties.

Can I change my information later on?

Absolutely. Just send your requested changes to onlineshop@plansee.com

Will I receive the products as individual cut pieces?

We will gladly cut our rods, sheets and foils to your desired dimensions. Please note that the delivery of pre-cut products will require more time. Precise information on delivery dates can be found in your shopping cart.

How do I obtain an offer?

All online products in the web shop are listed with prices and transportation costs. There are no written offers provided in addition to this. Simply click on the shopping cart to view or print your selection.

Please note that you will receive cheaper prices for higher order volumes. Just change the desired order quantity in the shopping cart and you can see the updated price.

I still have a question about the product.

Click the description at the selected material number. There you will find dimensions, tolerances, and material information. Further questions can be directed to your Plansee contact person. You will find your personal contact person after logging in under "My support/Contact us".

Is my data protected in the Online Shop?

We treat your data confidentially and encrypt it with SSL (Secure-Socket-Layer). The encrypted details of your order, name and address cannot be accessed by outsiders.

Will I receive an order confirmation?

You will receive your order confirmation automatically per e-mail. Once you have placed an order or sent an order with a comment for the first time, we will quickly review your data. After this, you should receive a prompt e-mail with confirmation of your order.

What kind of certification will I receive with my order?

You will receive a Test Report in accordance with EN 10204 – 2.2. This document contains guaranteed mechanical properties and guaranteed chemical composition for each batch number included in the shipment. It also references key commercial details such as your Order number, PO number and date. All testing and properties are related to specific international standards.

How do I receive the bill?

The bill will arrive together with the goods you ordered.

How high are the shipping charges?

You will see the shipping charges for your order in your shopping cart. These charges will vary depending on the weight and the shipping distance.

Where is my order?

You will receive an e-mail from us as soon as your goods are in transit. Should you have any questions, we will be glad to help you at any time by e-mail onlineshop@plansee.com

Is there a discount for larger order quantities?

Our individual prices are automatically regulated by the number of units. The higher the order amount, the lower the price. Just change the desired quantity in the shopping cart, press enter and you can see the updated price.

Is there a minimum order value?

Our minimum order value is 300 Euros. For orders below this value, we will charge a blanket price of 300 Euro. We only send small orders as complete deliveries. This is independent of the availability of the individual items.

How can I make my payment?

Our new Plansee customers can pay with PayPal (PayPal account or credit cards), but also with cash in advance. Existing Plansee customers receive an invoice according to their payment terms.

How are the goods packaged?

Small deliveries are packed in cartons. Large deliveries are packed in wood crates.

When will my goods arrive?

We dispatch the majority of our products within two working days. If you order a product cut to specific dimensions, the delivery may take longer. Exact details about the delivery date can be found in your shopping cart under the article number. Transportation time depends on your delivery address and is given in your shopping cart. We will ship your order as a complete shipment if you choose to pay by PayPal.

Can I change my delivery address?

You can add a delivery address for your country from your shopping cart. If this delivery address is in another country, please contact us: onlineshop@plansee.com

Can I cancel my purchase?

We process your orders immediately. Please understand that we cannot accept cancellations.

What is the return policy for delivered goods?

Only damaged or wrongly delivered goods can be returned. For further information please refer to our Terms and Conditions. The contact person responsible for your order confirmation or bill will be able to assist you with any questions.

I am not satisfied with the delivered product. Who should I contact?

Your contact person will be glad to speak with you. You will find their contact information on your order confirmation, your bill or in the Online-Shop under “My support/Contact us”.

Can I ask something else?

Gladly, we're ready for your query via e-mail: onlineshop@plansee.com