



CUT-OFF Time Update for Order Processing and Pick-Up

◆ Non-contract (occasional) customers

All orders from non-contract (occasional) customers will be scheduled for collection on **the next working day**, according to the pick-up hours shown below.

◆ Contract Customers

All orders will be scheduled for pickup on **the same day**, according to the pickup hours shown below.

Area / Type of locality	Days	Order placement cut-off time	Pickup window	Notes
Localities with FAN offices (except for Bucharest)	Monday – Friday	15:30	15:30 – 16:30	—
	Saturday	12:00	12:00 – 14:00	—
Country Localities ≤ 30 road km	Monday – Friday	15:00	15:00 – 16:30	—
Country Localities > 30 road km	Monday – Friday	12:00	12:00 – 14:00	—
Localities with FAN offices	Saturday	12:00	12:00 – 14:00	⚠ No pick-ups will be scheduled from outer localities.
Bucharest	Monday – Friday	17:00	18:00 – 19:00	—
Bucharest Localities ≤ 30 road km	Monday – Friday	15:00	16:00 – 18:00	—
Bucharest Localities > 30 road km	Monday – Friday	12:00	15:00 – 17:00	—
Bucharest	Saturday	12:00	12:00 – 14:00	⚠ No pick-ups will be scheduled from outer localities >30 road km.
Bucharest Localities ≤ 30 road km	Saturday	12:00	12:00 – 14:00	⚠ No pick-ups will be scheduled from outer localities >30 road km.

Exception Bucharest FANbox orders	Monday – Friday	16:00	16:00- 17:00	⚠ Exceeding the CUT-OFF hour will generate the order for the next working day.
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