



Distribution for retail and horeca businesses

Delivery services for retail (retail and wholesale operations) and horeca businesses (hotel, restaurants, café) are tailored to each customer's requests. Artoni's extremely flexible services and experience in the sector make it possible to satisfy all delivery requirements. Artoni's customer service is available to define delivery procedures and terms directly with consignees.

Artoni delivers everywhere, even where restrictions apply. Artoni has permits for access to restricted traffic zones and relies on the right vehicles (tail-lift, transpallets and dollies) and personnel to deliver as requested to warehouses, basements or upper storeys.

THE ADVANTAGES

- A simple booking procedure reduces costs and delivery delays
- Availability of special delivery facilities
- Specialised personnel and optional cartage service
- Shipment tracking and monitoring
- Returns handled as instructed by the sender/customer

All Road and Rail – Italy / Europe optional services* are also available for retail / horeca distribution, in particular:

- Cash-on-delivery management (collection of payment for shipments)
- Booked delivery date or delivery by appointment
- Digital proof of delivery (POD) available to registered customers at Artoni Online
- Track and Trace: registered customers can monitor the status of all shipments at Artoni Online

CERTIFICATIONS

- Quality management system: UNI EN ISO 9001:2008
- Safety management system: OHSAS 18001
- HACCP (Hazard Analysis & Critical Control Points)

*OPTIONAL SERVICES: for details, procedures and costs see the clauses of the Artoni services contract. Not all optional services are available for all European countries.