



EMEA Winter Shipping Guidelines

Effective November 1, 2026, through March 31, 2027, S-OneLP will implement Winter Shipping Guidelines for all temperature-sensitive products. Water-based products may be damaged if they are exposed to temperatures below 0°C.

Winter Shipping Guidelines have been established to ensure that our customers continue to receive products they depend on during the winter months when products may freeze. To avoid additional costs, we have created these guidelines to help you plan inventory before the weather becomes extremely cold.

S-One Labels & Packaging Winter Shipping Guidelines

All orders must be shipped and delivered within the same week as we do not recommend these products sitting in a truck over a weekend. Please understand that this could potentially add an additional 5 business days on top of your standard lead time.

To help you receive product in a usable state, S-OneLP offers four different shipping service levels that you may choose from during these months. Please note that **Service Level 1** places the liability of lost product, due to freezing, on the customer.

Service Levels 2, 3, and 4 transfer the liability of lost product to S-OneLP. If you believe you received a frozen product, please **do not** reject the shipment. Sign the shipping documents as damaged and contact your S-OneLP Technical Sales Representative immediately for further investigation and instructions. If you refuse a shipment, you will be held liable for the lost product.

Service Level 1

- Protection against freezing – None
- Cost – Standard freight costs
- Liability – Customer bears the risk for the frozen product within the standard lead time.

Note: We do not recommend this option during cold weather. Payment for the product cannot be delayed if the product is damaged due to cold temperatures.

Service Level 2

- Protection against freezing – Each small order is wrapped in bubble foil insulation or mini-thermocover and a freeze watch indicator is placed on each pallet.
- Cost – Standard freight costs plus 20€ per order.
- Liability – S-OneLP bears the risk for frozen products.

Note: Being that the freeze watch indicator is outside of the insulation, it is possible that it will indicate it is frozen, but inside the goods could still be fine and unfrozen. Please open and examine all materials immediately and if found to be frozen, contact us within 48 hours with photo documentation.

Service Level 3

- Protection against freezing – Each pallet is covered with a thermal cover, and a freeze watch indicator is placed on each pallet.
- Cost – Standard freight costs plus 48€ per Europallet.
- Liability – S-OneLP bears the risk for frozen products.

NOTE: Being that the freeze watch indicator is outside of the insulation, it is possible that it will indicate it is frozen, but inside the goods could still be fine and unfrozen. Please open and examine all materials immediately and if found to be frozen, contact us within 48 hours with photo documentation.

Service Level 4

- Protection against freezing – Temperature-controlled vehicle
- Cost – Shipping quotation upon request.
- Liability – S-OneLP bears the risk for frozen products.

NOTE: Please open and examine all materials immediately and if found to be frozen, contact us within 48 hours with photo documentation.

In order to process your order as quickly as possible, it is important to indicate which service level you would like us to use with every order.

Please feel free to contact our team of specialists at +49 681 933 58 460.

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