

## **SHIPPING POLICY**

Please note, we can only process the shipment of an order once full payment has been received.

As per standard, we aim to arrange dispatch for all in-stock units within 7 working days once payment has been received. Once the order is dispatched, as an estimate it will then takes 7-14 working days to arrive from the courier company.

We provide free worldwide shipping provided by DHL or DPD.

Once your order has shipped, we will send you a shipment confirmation email which will include tracking information for your products. To validate the tracking information, the shipping carrier typically requires one business day from the time you receive this notification.

Depending upon your shipping address and product availability, your order may arrive in multiple shipments or be sent direct from our shipping facilities in China, Hong Kong and Slovakia. Any shipping or delivery dates provided will be estimates only, we are not responsible for any delay from the courier companies and manufactures.

When you receive your shipment, please inspect all packages for items such as power supplies, manuals, and cables, or any applicable accessories for the product(s) ordered. Please be sure to save the box, the outer shipping carton (when applicable) and all packing material, in the unlikely event that you'll need it for a return shipment. Any damage during shipment must be handled by the customer with the carrier directly. Carrier may request to inspect the item upon receipt of a claim.

We are not liable for any duties or taxes or fees that may be incurred by the customer. It is customers responsibility to know the local duties and tax laws and handle any customs issues that may arise. Minereshop.com shall not be liable for any cost of damage or expense as a result of error from calculating taxes and duties pertaining to your order.

### **Undelivered packages**

Occasionally packages are returned to us undelivered. Should this event take place every attempt will be made to contact you to plan re-shipment. If you refuse delivery of the product, you will be liable for the cost of resending the parcel as well as storage fees.

Please be noted that upon delivery of the products to the carrier, it shall be deemed completion of our delivery, and the title and the risks of damage and loss of the products shall be transferred to you. We do not accept any refund requests in case of failure of customs clearance.