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## Shipping guide

### 1. WHERE DO WE SHIP?

Products purchased from our online store can be shipped to the following countries:

Hungary, Austria, Czech Republic, Germany, Romania, Slovakia, Slovenia, Albania, Andorra, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, France, Gibraltar, Greece, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Republic of San Marino, Serbia, Spain, Sweden, Switzerland, United Kingdom, Canada, United States of America.

### 2. WHAT SHIPPING COSTS ARE AT THE PURCHASE?

Our products are shipped from Hungary, and the costs vary depending on the recipient country.

Shipping to Hungary: **4 euros**

Shipping to neighbouring countries - Austria, Czech Republic, Germany, Romania, Slovakia, Slovenia: **7 euros**

Shipping to the rest of Europe - Albania, Andorra, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, France, Gibraltar, Greece, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Republic of San Marino, Serbia, Spain, Sweden, Switzerland, United Kingdom: **8 euros**

Shipping to Canada and the United States: **10 euros**

Any orders shipped outside the European Union may be subject to customs duties and fees in accordance with the laws of the respective recipient country. IASF resumes no responsibility for any such additional costs, and these are fully payable by the client.

### 3. WHO HANDLES THE SHIPPING?

All orders placed with IASF are shipped with our logistics partner, DHL Express Parcel Service.

### 4. CAN I TRACK THE SHIPPING ROUTE OF MY PACKAGE?

Yes! Once the order has shipped, you will receive an email from DHL letting you know that your item is on its way. This email includes tracking details which will allow you to follow your order.

### 5. HOW LONG DOES THE SHIPPING TAKE?

Within Hungary and the rest of the European Union, shipping times are **1-2 working days**. Shipping outside the European Union usually takes **2-7 business days**. Please keep in mind that when shipping outside the European Union our products may be subject to customs duties and fees. If your order is stopped for inspection upon import to your country, it may be delayed, which is beyond our control.

### 6. WHAT HAPPENS IF MY ORDER CAN'T BE DELIVERED?

If the courier is unable to deliver your package, for example if you are not home, a second delivery will be attempted. If this fails as well, DHL will attempt to contact you. Should they be unable to reach you, the package will automatically be returned to IASF.

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