

**Delivery:**

Delivery times may vary from 1 day up to 1 week depending on the destination, your local custom processing times, payment terms and the shipping company.

Please note that you are responsible for all shipping charges, taxes, duties or other customs fees assessed in the country of delivery. You are also responsible for ensuring that the items you ordered can be imported legally into your country. If your order is refused by local customs and returned intact to CMC Tasly Group BV, we will refund your original order amount (less any delivery charges).

Additional charges may be applied if the delivery address is incorrect, if the packages needs to be forwarded to a different location or when packages are returned to us.

The parcels will be delivered by DPD or DHL from Monday to Friday (please send us an request for a Saturday delivery). If you are not at home the delivery company will try to deliver your order to the neighbors or to a parcel shop. You can pick up the parcel within 7 days, we have to charge additional costs when parcels are not picked up in 7 days.

Please note: As an importer you must comply with all applicable regulatory of your country.

You will receive a track & trace email from DPD or DHL on the day of shipping.

What makes Predict of DPD so special?

1. You'll receive a message from DPD on the day of delivery. This message specifies a one-hour period within which your parcel will be delivered.
2. If your plans change and you won't be at home? Then you can easily adjust the time or place of delivery online. You can also choose to have your parcel delivered to a parcelshop.
3. On the delivery day, you can follow your parcel online thanks to Live Tracking. On the map you can even see how many stops the driver still has to make.

You decide when and where you want to receive your parcel. And if you're not at home, you can always modify the delivery. So you never have to miss your parcel! Please trace the parcel and contact us if you have any question regarding the delivery.

These are the shipping costs for parcels till 20 kilo. Remote areas will be charged additional, we will contact you. These prices are without 21% TAX. If your delivery address is outside the European Union please note that we have no influence on whether customs will open parcels for clearance. Any duties or fees that maybe be charged upon import are not included in the shipping cost. We cannot predict or influence these costs as customs regulations vary from country to country. If you would like more information please contact your local office.

Countries	Standard Fee (Euro)
Netherlands	€ 8
Belgium	€ 10
Bulgaria	€ 36
Denmark	€ 15
Germany	€ 10
Estonia	€ 32
Finland	€ 24
Greece	€ 42
Great Britain	€ 20
Hungary	€ 25
Iceland	€ 90
Ireland	€ 26
Italy	€ 26
Croatia	€ 35
Latvia	€ 32
Lithuania	€ 32
Luxembourg	€ 12
Norway *	€ 65
Austria	€ 16
Portugal	€ 35
Romania	€ 35
Spain	€ 28
Serbia*	€ 60
Slovenia	€ 26
Slovakia	€ 24
Czech Republic	€ 24
Sweden	€ 22
Switzerland *	€ 50

\* Extra costs for parcels outside of the EU and remote areas.

- Parcels to **Poland and France** are unavailable at this moment.
- Parcels to **Spain** only accept Dried Herbs and Granulates.