

## **SHIPPING POLICY**

All orders placed prior to 2pm CET Monday-Friday will be processed the same day. Orders placed after 2pm CET Monday-Friday will be processed the following day. Orders placed after 2pm on Friday and all orders placed Saturday through Sunday will be processed on Monday. ( Orders are not shipped or delivered on weekends or holidays. )

Some items are custom made to order, which may delay shipment up 2 to 3 weeks. You will be informed upon ordering if this is the case.

Orders are processed in the order in which we receive them. All orders are subject to product availability. Multiple-item orders may not arrive to you at the same time.

Order delivery times may be delayed due to circumstances such as credit authorization, back ordered items, insufficient or inaccurate information provided when placing the order or incomplete payment. You will be contacted via phone or email should such a condition be realized during the course of processing your order.

In case of delayed deliveries, we refer to our general terms & conditions!

## Delivery Time & prices

"In-Stock" items usually take between

EU	3 to 7 days	21 €
Switzerland & Great Britain	3 to 7 days	35 €
Rest of Europe	3 to 7 days	40 €
Russian Federation	3 to 7 days	40 €
USA	30 days express 3 days	60 € 150 €

Your order may be subject to import duties and taxes (including VAT), which are incurred once a shipment reaches your destination country. StoneDrum is not responsible for these charges if they are applied and are your responsibility as the customer.

## How do I check the status of my order?

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within 14 days of receiving your shipping confirmation email, please contact us at [contact@stonedrum.at](mailto:contact@stonedrum.at) with your name and order number, and we will look into it for you.

Shipping partner

