# Delivery terms

These Terms describe the procedures how AS Mapon (“Mapon”) delivers products to Customers (“Customer”).

### 1. Shipment of Products

Upon receipt of the order and payment from the Customer, Mapon shall ship the products ordered. The delivery time depends on the quantity of the products ordered and the destination; however, Mapon generally follows the following principles:

- Order processing – Order processing and packing usually takes up to three working days after receipt of the payment.
- Delivery time – 14 days.
- Delivery costs – The Customer shall pay the shipping costs, which the Customer can see when placing the order after selecting the type and quantity of products and providing the delivery address.

### 2. Customs Clearance

Mapon ships goods from the European Union. The Customer (or the Customer's designated recipient) shall be responsible for the importation, customs clearance, and any associated taxes and duties. Should the Customer fail to complete the required customs clearance or to pay associated costs, the Customer will not receive the products and will not be able to recover the costs associated with the products and their shipment.

Customs has the right to inspect the contents of the parcel, and therefore Mapon takes no responsibility for open packaging if it is opened by Customs.

Mapon recommends that the Customer contacts the local Customs for more specific information before placing an order.

### 3. Damage to the Product

If the Customer discovers any damage to the packaging or the product upon receipt, the Customer shall notify Mapon. The Customer shall provide details of the damage and include corresponding photographs.

The Customer shall notify the courier at the time of delivery and inform Mapon within one day from the day of delivery about any products or packaging that are damaged or may be damaged. If damage or malfunction is detected after delivery, the Customer shall notify Mapon within three days from the day of delivery.

### 4. Delivery Address

Mapon will deliver the products to the address provided by the Customer; therefore the Customer must provide a complete and accurate delivery address and contact details and be reachable at the address provided. Mapon shall not be liable for any delays or other shortcomings due to an incorrect address.

If the Customer (a) has provided an inaccurate address or contact details or (b) is not available at the address provided or (c) fails to collect the product by the time specified by the courier, the product may either be destroyed or returned to Mapon's address. The Customer shall bear all such costs (including customs clearance, taxes and duties, storage, destruction, return of the product to Mapon and redelivery to the Customer).

### 5. Contact Details

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