

# Delivery Information

## Packaging

All our products are shipped in neutral packaging without any references other than our company Cloudburst Media B.V. We use as return address the name and address of our company. For the custom declaration we use a general description to describe the goods such as: polyester cover or silicone sculpture.

## Shipment

Based on when an order is placed, we strive to dispatch it for delivery on workdays (Dutch Time) based on the following time table:

Order Placed	Dispatched for Delivery
Monday	Wednesday
Tuesday	Wednesday
Wednesday	Friday
Thursday	Friday
Friday	Monday
Saturday	Monday
Sunday	Monday

\* Time table does not apply on pre-orders.

## Delivery

All our items are sent via PostNL and include online track and trace information. Once the shipment reaches your country it will be transferred over to a local delivery provider such as but not limited to UPS and DHL. Transit Time and tracking information can be found at:

<https://www.internationalparceltracking.com>

## Customs

Duties or taxes are not included in the shipping charges or cost of your order. Please contact your local Customs for more information on what kind of fees you can expect. Cloudburst Media B.V. is not responsible for any customs fees or duty taxes incurred due to import regulations.