

Pycom Shipping Policy

Last updated 31 May 2022

SHIPPING & DELIVERY POLICY

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This Shipping & Delivery Policy is part of our Terms and Conditions ("Terms") and should be therefore read alongside our main Terms and Conditions as they apply to consumers and business customers:

<https://pycom.io/terms-conditions>

Please carefully review our Shipping & Delivery Policy when purchasing our products. This policy will apply to any order you place with us.

WHAT ARE MY SHIPPING & DELIVERY OPTIONS?

We offer Courier Shipping via DHL.

Shipping Fees

We offer shipping at the following rates:

Shipping Method	Shipping Fee
Courier <i>3-5 Business Days</i>	DHL fees according to weight and package size

All times and dates given for delivery of the products are given in good faith but are estimates only.

For EU and UK consumers: This does not affect your statutory rights. Unless specifically noted, estimated delivery times reflect the earliest available delivery, and deliveries will be made within 30 days after the day we accept your order. For more information please refer to our Terms and Conditions.

Once your order is received it will be packed and shipped within 3-5 business days. Additional shipping fees may apply for remote areas. If this is the case for a shipment, Pycom's Logistics team will be in touch to advise and agree additional payments. A list of remote areas can be found here:

<https://www.dhl.de/content/dam/images/Express/downloads/dhl-express-remote-areas-service.pdf>

DO YOU DELIVER INTERNATIONALLY?

We offer worldwide shipping and deliveries.

For information about customs process you need to refer to the customs process in the country the goods are being shipped to.

Our courier partners DHL have some overviews of the customs process here:

https://mydhl.express.dhl/gb/en/help-and-support/customs-clearance-advice/customs-process.html#/what_is-customs

Please note, we may be subject to various rules and restrictions in relation to some international deliveries and you may be subject to additional taxes and duties over which we have no control. If such cases apply, you are responsible for complying with the laws applicable to the country where you live and will be responsible for any such additional costs or taxes.

<https://www.dhl-eucustoms.com/duty-and-tax-fundamentals.html>

Once a package has been received at Customs, it is normally not possible to retrieve it without incurring fees.

It is always prudent to check the customs process in the receiving country before processing an order with Pycom.

- Email sales@pycom.io

DUTIES AND VAT CHARGES

Duties and VAT are NOT included in our online sales which means that these charges may apply once an item is received in the country of destination. It is not included in the overall shipping costs you pay to the online.

Pycom is not responsible for these costs and it is our customers' responsibility to look into and understand what duties and VAT charges apply for items received in the country of destination.

DHL have a guide here:

<https://www.dhl-eucustoms.com/duty-and-tax-fundamentals.html>

ARE THERE OTHER SHIPPING RESTRICTIONS?

Pycom reserves the right to not ship to countries on international embargo lists as well as countries where previous deliveries have proven particularly difficult.

Denied Parties

DHL operates with a Denied Parties Policy. According to DHL

“As a trusted service provider, DHL Express respects local and international rules and laws implemented in the context of strengthening global security through international sanctions. Therefore any shipment given to DHL Express could be delayed if the shipper or the receiver involved in the transaction is linked to an individual or entity that is on a Denied Parties list or its content or destination breaches country-based sanctions.”

More information about Denied Parties can be found here:

<https://mydhl.express.dhl/gb/en/help-and-support/shipping-advice/what-documents-do-i-need/denied-parties.html>

If in doubt, please email sales@pycom.io.

WHAT HAPPENS IF MY ORDER IS DELAYED?

If delivery is delayed for any reason, we or our courier DHL will let you know as soon as possible and will advise you of a revised estimated date for delivery. With DHL it is possible to track shipments using the waybill number on this website:

<https://www.dhl.com/global-en/home/tracking.html>

For EU and UK consumers: This does not affect your statutory rights. For more information please refer to our Terms and Conditions.

QUESTIONS ABOUT RETURNS?

If you have questions about returns, please review our Returns Policy

<http://www.pycom.io/returns>.

HOW CAN YOU CONTACT US ABOUT THIS POLICY?

If you have any further questions or comments, you may contact us by:

- Email: sales@pycom.io