

DELIVERY TERMS of Vision E-shop GmbH

Delivery methods

1) To EU countries: Depending on the value of your order we either ship with DHL Economy (Road) or with DHL Express (Air).

2) To Non-EU countries: Orders being shipped to Non-EU countries are delivered by [DHL Express \(Air\)](#). For many Non-EU countries (incl. USA and Canada) an ordinary mail service can be chosen as an alternative. The delivery duration for such a mail service can take up to 4 weeks.

Costs of delivery

1) For EU countries: the delivery costs depend on the value of your order:

Order value	Delivery cost	Delivery Service
Up to 239,00 Euro	7,00 Euro	DHL Economy (Road) – 1 to 6 working days *
From 240,00 to 549,00 Euro	7,00 Euro	DHL Express (Air) – 1 to 2 working days
From 550,00 Euro	For Free	DHL Express (Air) – 1 to 2 working days

*Please see "Standard delivery times for DHL Economy" for more details

2) For Non-EU countries: The delivery costs depend from 3 factors: weight of order, country of delivery and value of order. During the order process and before an order is submitted the actual delivery costs are calculated and shown to you. Upon this you can decide to proceed or to cancel the order.

Attention: For shipments going to Non-EU countries additional charges for customs clearance (brokerage fee), duties and taxes have to be borne by the recipient. We have no control over these charges and cannot predict what they might be. Customs policies vary widely from country to country. You may want to contact your local customs office for further information.

Delivery address

Please make sure to enter a valid and complete delivery address including your mobile phone number. Please keep in mind that delivery attempts will be done during working hours (8 am – 5 pm) Monday to Friday. In case you enter your home address for delivery but you are out for work during daytime we suggest to enter an alternative delivery address (eg. your working place).

Our delivery partners cannot deliver packages to P.O.Box addresses.

If feasible our carriers will deliver packages to your near neighbourhood if you are not at home at the time of delivery. In such cases you will be notified with a note on your door or mailbox.

Standard delivery times for DHL Economy (Road)

Please note that below delivery times are calculated from the day of dispatch from our warehouse. Ready orders are dispatched from our warehouse workdays from Monday to Friday.

To Country	Lead time in working days¹
Austria	1
Germany	2
Belgium	2
Bulgaria	3
Denmark	4
Baltic Countries	3 – 4
Finland	4 – 5
France	2 - 3

France, Corsica	4
Greece	4
Great Britain	3
Ireland	3
Italy (northern part)	2
Italy (middle)	3
Italy (southern part)	4
Liechtenstein ²	2
Luxembourg	2
Netherlands	2
Northern Ireland	4
Norway – Non EU ²	5 – 6
Poland	2
Portugal	4
Romania	3 – 4
Sweden	4
Switzerland – Non EU ²	2
Slovakia	1 – 2
Slovenia	1 – 2
Spain	3 – 4
Spain, Canary Islands	5
Spain, Balearic Islands	5
Czech Republic	2
Hungary	2
Other countries	Please ask us

¹ No deliveries on Saturdays, Sundays and national holidays

² Any customs or import duties are levied once the package reaches the destination country. Additional charges for customs clearance would have to be borne by the recipient; we have no control over these charges and cannot predict what they might be. Customs policies vary widely from country to country. You may want to contact your local customs office for further information.

Standard delivery times for DHL Express (Air)

1) EU-countries: 1 – 2 working days

2) Non-EU countries: please ask us

You can calculate the transit time directly at the DHL homepage:

<http://dct.dhl.com/input.jsp?langId=de&originCCId=AT>

Shipment tracking (“Where is my parcel ?”)

All parcels can be tracked on the website of our delivery partners:

DHL: <http://www.dhl.at/en/express/tracking.html>

Mail Service: <http://www.post.at/en/172.php>

Simply enter the tracking number, which is emailed to you in the dispatch notification.

Please feel free to call our delivery partners in regards to your package. Corresponding phone numbers (per country) are shown at the websites of the parcel companies.

Undeliverable packages

It may happen that parcels are returned to us even though previous orders have been successfully delivered to the same address. The main reason for this lies in the fact that different couriers have different knowledge of the areas.

Our carrier may deem a package undeliverable for one of the following reasons:

- **Incorrect Address.** If the address is incorrect, incomplete or outdated, the package is typically returned to us by the delivery service. Please double-check your address carefully when placing a new order.
- **Address Format.** If a post office box address was entered in a format our system does not recognise, the package may accidentally be dispatched via a carrier that cannot deliver to a post office box.
- **Failed Delivery Attempts.** Most of our delivery partners make two attempts to deliver a package. If no one is present to accept the delivery after two attempts, the package will be returned to us.
- **Refused by Recipient.** If a gift recipient is not expecting a gift, they may refuse the package if they believe it was sent to them in error. If you want to place a new order for the gift, you may want to let the recipient know that a surprise is on the way.

In rare cases, it is also possible that the address label became illegible during the delivery process.

To avoid future undeliverables we would ask you to check the following:

- Is your bell and/or mail box properly labelled? Do these labels contain all last names of the members of the household?
- Is the mailbox in prominent position and accessible from outside?
- Are there any special address features that should be mentioned in the delivery address as rear building, side entrance et cetera?
- Company address: Have the company name and department been entered clearly? DHL delivers packages sent to companies to their mail-administrating centre/goods receiving department.
- Gifts: If a gift recipient is not expecting a gift, they may refuse the package if they believe it was sent to them in error. If you want to place a new order for the gift, you may want to let the recipient know that a surprise is on the way.
- Phone number: Have you mentioned your mobile phone number. Is the number accurate? In most cases the delivery drivers will call you in case there is a problem with the delivery.

Questions?

Please contact us at: <http://consultant.visionshop.at/Contacts.aspx>. We will happy to assist you.