

## Shipping and return policies

### Shipping Info

Important Additional Shipping Information for CD Shipments Worldwide

Shipping Service Limitations and Estimated Timelines

The timelines below are estimates and do not include the 1-3 days required for order processing before shipment.

Netherlands (Domestic): Typically 1-2 working days.

Europe (EU & UK): Typically 3-10 working days.

Rest of the World (International): Typically 2-4 weeks (up to 6 weeks for non-tracked mail to some regions).

Note: Customs clearance in your country may add additional processing time, which is outside of our control.

Non-Tracked Service: The Standard Shipping option is the most economical but does not include tracking or insurance. Once shipped, we cannot provide status updates, and this service carries a higher risk of loss or extended delays.

Proof of Shipping: For non-tracked services, we can only provide proof of postage/mailing, not proof of delivery.

Customs & Import Duties (Crucial)

Taxes and Duties: The customer is responsible for all import duties, customs fees, tariffs, VAT, GST, or any other taxes levied by their country's customs office. These charges are typically due upon delivery or before the package is released from customs.

Customs Declaration Accuracy: We will accurately declare the contents, value, and nature of the goods (e.g., "Music Compact Disc") on the required customs forms (like CN22 or CN23).

HS Code (Harmonized System Code): We use the correct international commodity code (typically a 6-digit code for compact discs) to ensure professional declaration handling.

Packaging Integrity

Jewel Case Protection: We package all CDs using custom-sized corrugated cardboard mailers (stiffeners/clamshells) and use bubble wrap or other padding to prevent the CD from shifting inside the box, which helps prevent cracked jewel cases.

Prohibited Items and Seizure

Buyer Responsibility: Please ensure that Compact Discs/Music Media are permitted for import into your country. We are not responsible if an item is refused, seized, or destroyed

by local customs authorities.

Returns from Customs: If your package is returned to us by customs due to unpaid duties or a rejection of the contents, the buyer will be responsible for the cost of re-shipping or may be refunded the item price minus the original shipping cost, provided the item is received back in saleable condition.

## **Return Policy**

### **Shipment Return and Replacement Policy**

Please read our policy carefully before placing your order. By completing a purchase, you agree to the terms outlined below.

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### **Lost Shipments (Non-Tracked Orders)**

We cannot replace or refund items shipped using standard, non-tracked postage that are lost in transit.

\* Standard shipping is an economical option but does not include tracking or insurance. Once a non-tracked package is handed over to the postal service, we have no means of locating it or confirming its delivery status.

\* To protect your order against loss, we strongly recommend you upgrade your shipping to a Tracked or Insured service at checkout.

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### **Damaged Items Policy**

We take great care in packaging all items securely. If your item arrives damaged, please adhere to the following strict requirements for a return or replacement:

#### **Mandatory Proof of Damage**

A return or refund for a damaged item will only be processed if you provide unedited video evidence that clearly shows the item was damaged during shipping.

1. Filmed Unboxing Requirement: You must film a continuous, uninterrupted video of you opening the package.

2. Required Elements: The video must clearly show:

- \* The shipping label with your name and tracking number (if applicable).
- \* The unopened exterior of the package, showing any damage to the box before opening.
- \* The entire process of unboxing and removing the item.
- \* The exact damage to the item as it is first removed from the packaging.

3. Damage in Transit: The video must reasonably demonstrate that the damage occurred in transit, not after the package was opened.

We reserve the right to deny any claim for damage if this video proof is not provided or is insufficient.

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### Return Process for Approved Claims

If your damaged item claim is approved based on the video evidence, we will contact you with instructions on how to return the item.

- \* Items must be returned in their original condition and packaging.
- \* You are responsible for the return shipping cost.