

## **PAYMENT & SHIPMENT**

### **PAYMENT**

Shopping at Batukao – this is how it works:

1. collect your items
2. select shipment
3. read and agree terms & conditions
4. purchase safely with Paypal
5. receive our confirmation
6. we ship your items as soon as possible

Batukao uses PayPal, for safe online payment. Via PayPal, you can pay easily, either by Visa, AmEx, Mastercard or by your local internet banking system. You have no PayPal account yet? No problem, you can also use PayPal as a host, without registering.

All payment, also orders from abroad, should be made in Euro.

### **SHIPMENT**

After receiving your payment, Batukao will send you a confirmation by email. We will send your items within the next working day.

Our shipping costs:

Within Germany:	5,90 Euro
Outside of Germany:	7,90 Euro

Please note: deriving taxes and customs fees will have to be paid by the customer.

In most cases, the delivery takes between 3 to 10 working days. However, delivery may take longer as we work with external logistics partners. In case this happens, we kindly ask for your understanding.

Delivery is made through our logistics partner DHL. If the deliverer is unable to deliver to you, they will deliver the following day. Generally, the deliverer will leave a notification card in your letter box at each attempt to deliver. If the second delivery attempt is unsuccessful, the parcel will then be kept at the DHL depot for you to collect for a further 7 working days. The address and telephone number of the delivery depot are on the DHL notification slip.

In the event that both delivery attempts are unsuccessful and you fail to collect your goods from the DHL depot within 7 days, you will be billed for additional postage and packaging costs.

We deliver according to the local customs processing for countries outside the EU. Please note that we have to state the value of the articles for legal reasons, unfortunately, this also applies to gifts.