

Delivery Conditions

At WaterTriXX we offer fast, efficient deliveries to all corners of the globe. We make sure your goods are packaged properly and are only sent with reputable delivery companies.

How long will it take?

This depends on where your order has to be sent to. UK: 1-3 working days, Europe: 3-5 working days, Rest of World: 5-7 working days. Exceptions of working days include UK public holidays.

Customs & Duty

When purchasing goods for delivery overseas, you may be subject to import duties and taxes which are levied once the package reaches your country. Any additional charges for customs clearance must be borne by you; we have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country, so you should contact your local customs office for further information. Additionally, please note that when ordering from network26_store, you are considered the importer of record and must comply with all laws and regulations of the country in which you are receiving the goods.

Generally, customs forms for international packages will list the value of the contents of your order. Your privacy is important to us and we know that you care about how information about your order is used and shared. We would like our international customers and customers dispatching products internationally to be aware that cross-border deliveries are subject to opening and inspection by customs authorities. Also, we may provide certain order, delivery and product information, such as titles, to our international carriers and such information may be communicated by the carriers to customs authorities in order to facilitate customs clearance and comply with local laws. If the order is a gift, the package is marked "Gift" but the cost of the item is still stated on the customs form. Customs authorities require us to state the value of the gift item directly on the package.

As a guide:

EU Countries: No duties or extra taxes should apply.

Non-EU Countries: Duties and taxes may be payable on delivery depending on country and product origin.

Lost or Missing Deliveries:

If you have not received your order after 10 working day, firstly contact us and we can check to see what the problem maybe. Though we have listed estimated times for deliveries above, they can not be guaranteed and in some countries the local post service will delay the order due to import charges. We will look into any orders that have

not be delivered and investigate through our postal service to see what the delay maybe.

PLEASE NOTE: It is your responsibility to ensure that you enter a valid postal address.

Our order and dispatch system is automated and it is impossible for us to check every address to ensure that it is valid. If you enter an invalid address the parcel will get returned to us eventually and then we contact you to find out your correct postal address.

Returns

Nobody likes returning goods, it costs money and is an inconvenience. Should you need to return goods we aim to make it as simple as possible. How we handle the return depends on various factors. In the first instance, please contact us and the reason for the return.

We will respond with instructions on how to get the goods returned.

You must contact us within 30 days of purchase, and the product must be returned in its original condition. We will refund in full any money that you have paid us or send out a replacement at no extra cost. All you pay for is the return postage. Should the item be faulty or something you did not order then we will cover the cost of postage providing you email us first.

Distance Selling Regulations

Under the United Kingdom's Distance Selling Regulations, you have the right to cancel the contract for the purchase of any item within seven working days of delivery. This applies to all our products. To cancel a contract, please contact us providing your name and order. We will then contact you by email to arrange the return of the goods. Please note that you will be responsible for the costs of returning the goods to us unless we delivered the item to you in error or the item is faulty.

Payment Processing

When you place your order your credit/debit card will be debited immediately and your order will be dispatched immediately.