

# RAPHAEL HAUBER

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Germany

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## Web-shop Policies

Upon receipt of your order, we will send you an invoice via email. Upon payment of the invoice goods will be dispatched to your delivery address .

### Prices

Prices on our website are in EUROS including the applicable VAT . Tax rate and corresponding amount are stated in the invoice. Costs of delivery and packaging are extra the rates can be seen below.

### Payment options

Payment for online purchases can be made by a bank transfer or by PayPal.

### Shipping

All orders (domestic and international) are shipped via DPD or DHL with delivery confirmation and insurance.

Shipping is non-refundable and paid by the customer.

### Returns & Exchanges

Unworn items brought online may be returned or exchanged for store credit only if you notify us within 7 days of receipt of the item and return it to us within 14 days of the order's shipping date on your own expense. Goods must be in original and an unworn condition.

Store credit is valid for one year from the issue date and buyer pays shipping.

Goods at reduced prices are not subject to the right to cancel the contract.

### Shipping costs

Germany: 5 Euro

Belgium, Netherlands, Denmark, Luxembourg, Austria: 10 Euro, > 1kg: 13 Euro

France, Great Britain, Italy, Poland, Sweden, Czech Republic, Hungary: 10 Euro, > 1kg: 16 Euro

Spain, Portugal, Finland: 10 Euro, > 1kg: 18 Euro

Norway, Swiss, Turkey: 10 Euro, > 1kg: 30 Euro

USA, Israel: 15 Euro, > 1kg: 35 Euro

Japan, China, Russia, Australia, Canada, Brazil, Argentina: 15 Euro, > 1kg: 40 Euro

### Delivery times\*

Germany: 1-2 days

Europe: 3-10 days

Rest of world: 5-20 days

\*Delivery times are not guaranteed

For all other countries do not hesitate to send us an e-mail at: [webshop@raphaelhauber.com](mailto:webshop@raphaelhauber.com)