

## SHIPPING POLICY

**Please note:** If you are purchasing from our website and shipping outside of the E.U., you will encounter a customs or duty fee. This is not under the control of ILNI BV and this fee will be dependent on your country. Please be advised that ILNI BV is not responsible for taxes and/or duties or any brokerage and/or delivery fees applied to international or domestic shipments.

Items are shipped on a DDP (Incoterms 2010) basis and all prices shown include the relevant duties and taxes (where the individual product or total order value is over the relevant country duty threshold) for shipment within the EU.

You will find the product cost itemized in the checkout process. If you have any questions or believe you are being overcharged for duty and taxes, please email [info@ilni-store.com](mailto:info@ilni-store.com) and we will happily investigate for you.

### **Availability and delivery**

Information displayed on this site relating to availability is subject to change by us without prior notice.

We cannot guarantee permanent or continuous availability of all products on this site. All orders are subject to availability at all times.

We will deliver the products ordered by you to the delivery address which you gave us at the time when you made the order on the site.

Standard delivery from [ilni-store.com](http://ilni-store.com) varies between 3–10 working days depending on which country you are ordering to. Times of high traffic may need slightly longer delivery times.

We are not responsible for any delay in delivery caused by the unavailability of someone to take delivery of the products.

Our courier delivers from Monday to Friday during business hours and will make three delivery attempts. After the third failed attempt, your order will be returned to our warehouse. Please note that once you have placed an order, it is no longer possible to modify your shipping address. Please contact Customer Service at [info@ilni-store.com](mailto:info@ilni-store.com) should you have any questions about your order.