

### **SHIPPING AND HANDLING POLICY:**

All goods ordered and paid before 11 AM (Central European Time UTC + 01:00) Monday - Friday will be dispatched the same day. Any order outside of these hours will be posted on the next working day (Monday-Friday).

All Registered and Express postal service comes with a track & trace number, which is sent to you via email. Please note that the shipping time frame can vary and can not be manageable by us, however we can guarantee that your pack will be shipped on the next working day.

Please note that all postage is done at the receiver's risk. We cannot be held responsible for loss of items by the postal system. Any defective, damaged or incorrect orders shipped will be replaced or refunded according to our terms and conditions ONLY if we are notified within 30 days of receiving your order and it is reasonable to do so.

MysteriousPlants.com is not able to control, or take responsibility for the actions of Customs and Excise. All packaging is discreet and no indication of contents is displayed, however if the items you have ordered are not in line with the laws in your area, you run the risk of customs interfering with your package. We are unable to help you in this situation and no refunds are available.

### **CUSTOM:**

Customers are responsible for Import Duty/Tax in their respective countries where applicable. For more details on this please contact your local customs authority.