

Delivery and Returns

We strive to offer an unbeatable service and deliver our products safely and cost-effectively. Our main focus is serving our customers' needs with a combination of great design, quality products, value for money, respect for the environment and outstanding service. Please read our Delivery terms and details before you complete your order. If you have any questions, we advise that you contact us at 00359 56 805 210 and speak with one of our customer service associates.

Delivery rates:

The delivery is performed by a third-party delivery service provider.

All orders under 20 kg are shipped by courier.

All orders are processed timely, after payment has been received. After the ordered goods are given to courier or for delivery, we will send you email and a tracking number, which will allow you to check on their website for recent status. The delivery price is not included in the price of the goods. The transport and delivery costs depend on the weight and volume of the ordered items and the delivery area. The transport costs will be calculated and shown in your basket before finalizing your purchase.

General Delivery Terms

Deliveries are made in Afghanistan, Albania, Algeria, American Samoa, Andorra, Angola, Anguilla, Antigua, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belgium, Belize, Bolivia, Benin, Bermuda, Bhutan, Bonaire, Bosnia and Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cabo Verde, Cambodia, Cameroun, Canada, Canary Islands, Cayman Islands, Chad, Chile, China, Columbia, Comoros, Cook Islands, Côte d'Ivoire, Montenegro, Cuba, Curacao, Denmark, Dominica, Timor-Leste, Egypt, Ecuador, El Salvador, Equatorial Guinea, Eritrea, Estonia, Eswatini, Ethiopia, Falkland Islands, Faroe Islands, Fiji, Finland, France, Gabon, Ghana, Gibraltar, Greenland, Grenada, Gruzija, Guadeloupe, Guam, Guatemala, Guernsey, Guinea-Bissau, Guinea, Guyana, Haiti, Honduras, Hong Kong, Iceland, India, Indonesia, Ireland, Israel, Djibouti, Jamaica, Japan, Jersey, Qatar, Kazakhstan, Kenya, Kiribati, Republic of Kosovo, Kuwait, Kyrgyzstan, Reunion, Lao Peoples Democratic Republic, Latvia, Lesotho, Liberia, Libya, Liechtenstein, Lithuania, Lebanon, Luxembourg, Macao, North Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Northern Mariana Islands, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Myanmar, Micronesia, Mozambique, Moldova, Monaco, Mongolia, Montserrat, Morocco, Namibia, Nauru, Nepal, Netherlands, New Zealand, Nicaragua, Niger, Nigeria, Niue, North Korea, Norway, Pitcairn, New Caledonia, UAE, Oman, Uzbekistan, Palau, Panama, Papua New Guinea, Paraguay, Peru, Poland, Portugal,

Puerto Rico, Dominican Republic, Central African Republic, Congo, Rwanda, Saint Elena, Bonaire, Sint Eustatius and Saba, Saint Kitts and Nevis, Saint Lucia, Saint Martin, Saint Vantolomei, Saint Vincent, San Marino, Sao Tome and Principe, Serbia, Saudi Arabia, Senegal, Seychelles, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Spain, Sudan, Suriname, Sweden, Switzerland, Tahiti, Turkmenistan, Thailand, Taiwan, Tajikistan, Tanzania, Gambia, Togo, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turks and Caicos Islands, Tuvalu, U.S. Virgin Islands, Uganda, Philippines, Ukraine, United Kingdom, France, Guyane, Uruguay, USA, Vanuatu, Vatican, Venezuela, Vietnam, Jordan, Zambia, Zimbabwe, to an address chosen by the User. A signature will be required on delivery following identity verification.

The delivery address specified by the User must be accessible by asphalt or paved road, and the delivery is made to the place closest to the specified delivery address, which (at the discretion of vehicle driver) allows unimpeded and safe parking and unloading.

KronoSHOP shall not be held liable for undelivered orders or other unfulfilled obligations resulting from incorrect, inaccurate, outdated and/or incomplete details, and any possible re-sending of these goods shall be at the expense of the User.

If, after two visits to the address listed by the User, the courier has not been able to complete the delivery and/or contact the User at the phone number listed by the User, the remote sales contract shall be automatically terminated, and KronoSHOP shall be free of its obligation to deliver the ordered goods. In case of such remote sales contract termination, **KronoSHOP** shall reimburse the User for the paid amount excluding transport costs.

Damaged goods

Upon delivery of your products at the requested location, please do inspect the goods as any damages will have to be noted on the courier documentation.

Returns

We want you to be completely happy with your purchase from KronoSHOP, therefore, we operate a 14-day returns policy. If you refuse a delivery for any other reason aside from damage, you will be refunded to your credit/debit card or bank account within 14 days. All we ask is that you return the products back to us in the original packaging and the products are in the same condition at the time of purchase. We cannot accept any cut or fitted products so please fully inspect your goods. The user shall be responsible for the damages of the goods caused by trying out the goods in manner that differs from what is usually necessary to determine their nature, specification and proper functioning. To assist us in processing your return, please provide a cover letter, which you can find here: <https://krono-shop.com/media/pdf/42/1a/02/KS-Withdrawal-Form-int.pdf> detailing your name, order reference number and date, and send it by email to: samples@krono-shop.com. As soon as your return has been processed, you will be refunded to your credit/debit card or bank account within 14 days. In case of delay, please contact your card issuer or bank.