

# MYBOXD

Production time for customised set is 6 working days depending on the chosen quantity and chosen decoration techniques.

After production below transit times apply for drop shipping, or else standard transport conditions apply.

## TARIFF CARD

Standard size gift box with full colour print:	€1,95
Large or adjusted size gift box with full colour print:	€2,95

### Additional services

Personal card, one sided full colour print, 280gr (A5/A6):	€0,25
Personal letter, 1 side full colour printed, 120gr (A4):	€0,25
Print inside gift box:	€0,50

### INDIVIDUAL PARCEL DELIVERY

### INDIVIDUAL MAILBOX DELIVERY

COUNTRY	Transit time (working days)	Parcel delivery charge	Transit time (working days)	Mailbox delivery charge
Austria	6-7	€ 6,95	6-7	€ 5,95
Belgium	4-5	€ 6,95	5-6	€ 5,95
Bulgaria	9-10	€ 14,95	9-10	€ 13,95
Czech Republic	6-7	€ 6,95	6-7	€ 5,95
Germany	5-6	€ 6,95	6-7	€ 5,95
Denmark	5-6	€ 8,95	5-6	€ 8,95
Estonia	6-7	€ 9,95	6-7	€ 8,95
Spain	7-8	€ 6,95	7-8	€ 5,95
Finland	7-9	€ 9,95	7-9	€ 8,95
France	6-7	€ 6,95	7-8	€ 5,95
Croatia	8-9	€ 12,95	8-9	€ 11,95
Hungary	7-8	€ 6,95	7-8	€ 5,95
Ireland	8-9	€ 6,95	8-9	€ 5,95
Italy	7-8	€ 6,95	7-8	€ 5,95
Lithuania	7-8	€ 7,95	7-8	€ 6,95
Luxembourg	5-6	€ 8,95	5-6	€ 7,95
Latvia	7-8	€ 8,95	7-8	€ 7,95
Netherlands	4-5	€ 6,95	4-5	€ 5,95
Poland	6-7	€ 6,95	6-7	€ 5,95
Portugal	8-9	€ 6,95	8-9	€ 5,95
Sweden	5-6	€ 8,95	5-6	€ 8,95
Slovenia	6-7	€ 7,95	6-7	€ 6,95
Slovakia	6-7	€ 7,95	6-7	€ 6,95

• Full track & trace

• Postal track & trace, no signature for receipt

• Max dim: 38x26x3 cm

• Max weight: FR 250g / Rest 2KG

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## STANDARD ORDER PROCEDURE:

- Our VDP-address file is the only valid info document for processing your gift set order.
- You will receive a 'your order has been shipped' email when the order leaves our warehouse
- After 3-4 days you will receive an overview from Xindao with the tracking numbers of the individual shipments
- We request individual email addresses to ensure a smooth delivery. Carriers inform recipients in the various stages of the delivery and it is more and more common not to leave a note in the mail at a failed deliver attempt, but send an email instead.

## DELIVERY PROCEDURE

- Shipments are performed by Xindao's partner B2C Europe (specialized in shipments to home addresses).
- Deliveries are done by the local postal carrier
- B2C Europe Netherlands BV will be mentioned as 'shipper' on all parcels and in all communication towards the recipient, due to legal requirements. We recommend you to inform your customer / the recipients about the upcoming package from this sender, so that messages concerning the delivery are not considered as spam.
- There will be 1 delivery attempt for each parcel.  
If the parcel cannot be delivered, it will be dropped at the nearest pick-up point where the receiver can pick it up during maximum 10 days (this is carrier dependant and can be longer in some cases).  
The recipient will be notified either by a note in his mailbox, an SMS or an email. This depends on the local agreements and can be different per carrier and hub. Xindao cannot indicate the mode of communication upfront.
- If the parcel is not picked up within 10 days, it will return to the hub, where all returns related to 1 order will be combined and sent to 1 return address (address to be indicated at order placement) within 4 weeks after receipt at the hub. All costs related to returns will be charged at cost price.

## GENERAL INFORMATION

- All personal information is treated as per GDPR and Xindao will only use this for arranging the delivery. Upon request Xindao can provide a GDPR processor agreement.
- The customer remains responsible for correct address information.
- Upon request, Xindao can indicate the expected carrier, but this is not guaranteed. Our partner selects the best carrier for each order based on package characteristics, total volumes or specific circumstances. Xindao will not accept any claims for using a different carrier than initially indicated.
- Lead times are not guaranteed and claims can only be made when the indicated lead time has been exceeded by at least 7 working days