

# General Infos and Shipping

## How is your shipping policy?

As soon as we receive the money confirmation we sent out the items. We ship everything as fast as possible out but of course we have to have the items in stock. If some items are not in stock there will be a little waiting time. We sometimes don't have the power over these procedures because it is up to our sellers to re-stock the items as soon as possible but we get right in touch with the seller of the missing items. We offer our customers either their money back or a replacement item (this has to be done over the telephone best if possible) in case some items are not re-stockable for a longer time. If a customer refuses to accept the item during delivery he or she has to pay the shipping.

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