

Delivery Information

Packaging & Label

All our products are shipped discreetly in neutral packaging. When selecting Economy your package label will mention a global mail forwarding address and invoice/order number without any references to our store or company. For Addresses outside Europe we will also mention a general description on the label such as: polyester cover or silicone sculpture. Expedited and Express packages will mention our company Cloudburst Media B.V., an invoice/order number and the general description “Merchandise” on the label. You won’t find any references on what is in the box on the label no matter where we ship to.

Import Duties & Taxes

Duties and taxes are not included in the shipping charges and price for orders shipped to countries outside Europe. Charges will be visible on the tracking page of your local carrier once calculated. Contact your local Customs for more information on what kind of fees you can expect. We are not responsible for any customs fees or duty taxes incurred due to import regulations.

Order & Shipping

Please note that we can't ship to P.O. Box Addresses however you can discreetly select a [Pickup Point](#) on the [tracking page](#) when using Expedited or Express Shipping by clicking “Change Delivery”. You can also change the delivery [by phone](#).

We strive to dispatch your order for delivery on workdays based on the following time table:

Order Placed	Dispatched for Delivery
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday
Saturday and Sunday	Monday

Transit Times & Services

All our items are sent via [Deutsche Post](#) or [PostNL](#) and [UPS](#) based on your order, location and selected service(s). We will send you a notification with tracking a code once you order has been processed.

Region	Economy	Expedited/Pickup	Express
Europe and United Kingdom	3 – 7 Workdays	3 – 7 Workdays	3 - 5 Workdays
United States, Canada and Mexico	7 – 14 Workdays	3 – 7 Workdays	3 - 5 Workdays
Australia and Rest of World	14 – 45 Workdays	3 – 14 Workdays	3 - 7 Workdays

* Transit times are not guaranteed by our carriers.

* Economy is selected when shipping to APO/FPO/DPO/Military Bases.

* There may be delays due to the coronavirus.