

## FAQ

We know how important fast and reliable delivery is. Below you'll find answers to the most frequently asked questions about our **shipping options, delivery times, and tracking information.**

### **Q: What are the freight charges for my order?**

A: Freight charges depend on the service selected and the size of your order. Charges will be automatically calculated before completing the ordering process.

### **Q: How many working days does standard/express shipping take?**

A: Please see the table below for specific information per country. Please be aware that the standard delivery date displayed during the checkout process is based on the average delivery time for the delivery country selected and may differ by up to 2 days from the actual delivery time.

### **Q: Can I get a POD (Proof of Delivery)?**

A: Once the order has been delivered, you can download a POD from the forwarder's website using the same tracking number and link. If this is not available, please contact our Customer Care Center for more information.

### **Q: How can I track my parcel?**

A: After your order has been processed and handed over to the carrier, you will receive a tracking number and a link which you can use to track your order.

### **Q: My tracking number isn't updating—what's happening?**

A: Depending on the carrier, the tracking number can be updated as soon as the order is handed over or only when it enters the country of destination. Depending on the country, this process can take up to 3 working days.

### **Q: Can you ship outside the EU?**

A: No, we can only ship within the EU and UK.

### **Q: Are there any additional customs or handling fees for delivery to the UK?**

A: There are no additional customs or handling fees for delivery in the UK. PF Concept is responsible for the customs clearance process.

### **Q: What are the express shipping charges for my order?**

A: Express shipping charges are calculated per country and based on the size of your order. These charges will be displayed during checkout process.

**Q: Why can't I select express shipping for my power bank / Bluetooth enabled device order?**

A: Due to shipping regulations, it is not possible to ship power banks and Bluetooth enabled devices by air. Only standard shipping is available for orders including these products.

**Q: Do you offer express shipping for every order?**

A: No, we currently only offer the express shipping option for products shipped from our Poznan facility to all European countries except Switzerland, Norway and the UK.

**Q: Do you offer express shipping for the Create Your Own USB programs?**

A: No, we do not offer express shipping for USB or other Create Your Own products shipped from China.

**Q: Do you offer drop shipments?**

A: Yes, we can accommodate drop shipments to a maximum of 25 addresses within the same country. Please note that additional freight and handling charges will apply. This is only available for our standard shipping and not for our express shipping.