

Shipping policy

All orders are processed within 1 business day (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has shipped.

Domestic Shipping Rates and Estimates

Shipping charges for your order will be calculated and displayed at checkout. Orders sent to addresses within The Netherlands have an estimated delivery time of 1 to 2 business days.

International Shipping

We offer international shipping to all countries within Europe. At this time, we do not ship outside Europe.

Shipping charges for your order will be calculated and displayed at checkout.

| Country | Estimated delivery time |
|----------------|--------------------------------|
| Belgium | 2 business days |
| Finland | 6 to 7 business days |
| Denmark | 4 to 5 business days |
| Germany | 3 business days |
| Netherlands | 1-2 business days |
| France | 5 business days |
| Greece | 8 to 10 business days |

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| Italy | 5 business days |
| Luxemburg | 2 business days |
| Austria | 4 business days |
| Poland | 4 business days |
| Portugal | 6 to 7 business days |
| Spain | 6 to 7 business days |
| Czech Republic | 4 to 6 business days |
| Sweden | 4 business days |

Your order may be subject to import duties and taxes (including VAT), which are incurred once a shipment reaches your destination country. [Your Company] is not responsible for these charges if they are applied and are your responsibility as the customer.

How do I check the status of my order?

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within 2 days of receiving your shipping confirmation email, please contact us at info@ysvb.nl with your name and order number, and we will look into it for you.

Refunds, returns, and exchanges

We accept returns up to 30 days after delivery, if the item is unused and in its original condition, and we will refund the full order amount minus the shipping costs for the return.

In the event that your order arrives damaged in any way, please email us as soon as possible at info@ysvb.nl with your order number and a photo of the item's condition. We address these on a case-by-case basis but will try our best to work towards a satisfactory solution.

If you have any further questions, please don't hesitate to contact us at info@ysvb.nl.