

Shipping and Handling

- 1. The shipping cost is determined by the weight of the product. We offer a standard worldwide shipping rate of \$1.5 per 100 grams, so a 1kg item will cost \$15 to ship.
- 2. All products will be shipped via standard airmail which does not include tracking service.
- 3. We do not provide insurance service.
- 4. All products are sent from a free port, therefore no sales tax or duties will be imposed. However, customers are responsible for the custom duty / tax / VAT or other possible charges from their local customs.
- 5. Shipping will be arranged 48 hours after cleared payment. Please check your order status using the MY ACCOUNT function on the menu bar.

To South East Countries: 5-7 days

To US / Canada: 7-14 days

To Europe (except Italy) and other countries: 7-20 days

To Italy: 20-30

***All arrival times above are rough estimates. Depending on your location, it might arrive a few days early or a few days late.**

Payment and Checkout

- 1. To protect customers' privacy, we only accept PayPal payment methods. With PayPal, you may pay via Credit Card, Debit Card, and Bank Accounts via EFT. These are all automatically performed by PayPal. You do not need to do any extra work. The checkout process is familiar and industrial standard.

Return Policy

- 1. We provide after sales service to every product we sold. If you are not satisfied with your purchase, we will be pleased to make an exchange or refund the product price excluding actual shipping fees already incurred within 14 days of your purchase. Actual shipping fees incurred are determined by the weight of each returned product and by the way it was sent.

- 2. For any exchange or refund, please email us at info@clock3.com with purchase details to get a RMA (Return Merchandise Authorization) number, and the returned product must be in its original condition, including the box, packaging, and all included accessories.

- 3. Shipping & Handling Fee is non-refundable in any circumstance.

- 4. Buyer must pay the return shipping fee and we will be responsible for reshipment fee.

- 5. We strongly recommend that the returned parcel be sent by a recorded delivery service. Please ensure you retain proof of postage for use in the unlikely event that we do not receive your returned parcel. We cannot accept liability for returned goods lost in transit.

- 6. It may take up to 7 business days for processing upon receipt of the returned product. To protect customers' privacy, we only accept PayPal payment methods. With PayPal, you may pay via Credit Card, Debit Card, and Bank Accounts via EFT. These are all automatically performed by PayPal. You do not need to do any extra work. The checkout process is familiar

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