



SHIPMENT - GENERAL TERMS & CONDITIONS

Thank you for placing an order with us. Following are the terms & conditions that constitute our shipping policy.

SCOPE

These terms & conditions apply to any order assigned to Brownys, including any follow up order or amended or supplementary order.

ADDRESS LIST

Brownys Productions BV will provide Client with a template to register all addresses of the recipients. This document must be used at all times, other documents will not be accepted. The Client is responsible for completion of this template, before sharing it with Brownys Productions BV.

Per recipient, we need both a telephone number and email address. Prior to shipment, a message will be sent about when to expect the shipment. It's the individual responsibility of each recipient to make sure to be at home. In case the recipient is not at home at time of delivery, a message will be sent to reschedule the shipment. If one or neither is provided this will affect the speed of delivery of the package

We do not ship out to PO Box addresses.

INTERNATIONAL SHIPMENT POLICY

We do not recommend to ship out to:

- Brazil (import duties are extremely high)
- Russia (only possible as DAP and to a business address)

Outside of Europe* , the following products are difficult or impossible to ship. Per country it must be determined whether it is possible:

- Alcoholic beverages
- Food products
- Goods that have a limited shelf life
- Nail polish
- Perfume (alcohol)
- Aerosols
- Lighters
- Lottery tickets
- Rough diamonds
- Cigarettes or cigars

**Norway, Iceland and Switzerland are not part of the EEA*

DDP

Delivered duty paid (DDP) is a delivery agreement whereby the seller assumes all of the responsibility, risk, and costs associated with transporting goods until the buyer receives or transfers them at the destination port. This agreement includes paying for shipping costs, export and import

duties, insurance, and any other expenses incurred during shipping to an agreed-upon location in the buyer's country. Delivered duty paid (DDP) is a shipping agreement that places the maximum responsibility on the seller. In addition to shipping costs, the seller is obligated to arrange for import clearance, tax payment, and import duty. The risk transfers to the buyer once the goods are made available to the buyer at the port of destination. The buyer and seller must agree on all payment details and state the name of the place of destination before finalizing the transaction.

The costs of sending a DDP package outside of Europe are € 29.50 ex. vat per package excluding shipments costs, import clearance, tax payment, and import duty.

TRACK & TRACE

Upon request, Brownys Productions BV can provide you with a master list of all transit packages. It's not possible to individually track & trace all shipments by The Client.

CUSTOMS, DUTIES & TAXES

Brownys Productions BV is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

All shipments outside Europe need a commercial invoice, please note that this takes 2 or 3 workdays extra. In case of many addresses outside Europe, please prioritize collecting these full addresses.

LIABILITY

Brownys Productions BV is not liable for loss, damage, incorrect delivery or non-delivery that is not due to its own negligence; or for loss, damage, incorrect delivery or non-delivery due to:

While Brownys Productions BV will do everything in its power to provide fast delivery via selected vendors in accordance with regular delivery times, under no circumstance will Brownys Productions BV be liable for delay in the collection, carriage or delivery of shipment.

DAMAGE

Brownys Productions BV is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact Brownys Productions BV to file a claim. Please save all packaging materials and damaged goods before filing a claim. Imagery should be provided as part of the claim.

INSURANCE

The courier can offer comprehensive insurance for the full value of your package or freight to be carried (excluding documents). If you wish to conclude comprehensive insurance, you must complete the appropriate electronic form provided by Brownys Productions BV at additional costs. In this way your shipment is insured against 'all the risks' of loss or damage during carriage to a maximum of USD 50,000 per shipment. If the value of the shipment exceeds USD 50,000, the prior consent of the courier is required before you may conclude such an insurance with the courier.

The insurance referred to as above is not available for valuable items such as gemstones, precious metals, laptops, plasma or LCD screens, jewellery, money, glass, porcelain, works of art, antiques and documents, nor for film, tapes, diskettes, memory cards and any other such data or image carriers. If you nevertheless send such items, we recommend that you arrange your own insurance cover.



Consequential damage and loss or damage resulting from delay in carriage are not covered by any such insurance policy.

CLAIMS

Claims in connection with a lost, damaged or delayed shipment or any other damage must be submitted in accordance with any applicable conventions and the procedure below, which we reserve the right to reject your claim.

Brownys must be informed of the loss, damage or delay in writing within five days of the delivery of the shipment, of the date on which the shipment should have been delivered or if the claim relates to other services, 21 days of the date on which you could reasonably have determined the loss, damage or delay.

Brownys Productions BV is not obliged to respond to a claim until its charges have been paid and nor are you entitled to deduct the amount of your claim from the carriage charges.

Brownys Productions BV works on the basis that the shipment was delivered in good condition unless the recipient has made mention of damage on the proof of delivery when accepting the shipment. The contents of your shipment and the original packaging, if available, must be made available to KDZ Express for inspection before KDZ Express can consider a claim.

Except to the extent otherwise determined by any applicable conventions and/or legislation your right to claim damages will lapse if you have not submitted the matter to the courts within one year of the shipment delivery date, of the date on which the shipment should have been delivered or of the date on which carriage was terminated.

ADDENDUM

- Business days do not include weekends or holidays
- Orders are not shipped or delivered on weekends or holidays (exceptions may apply)
- If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery.
- If there will be a significant delay in shipment of your order, we will contact you via email or telephone.