

## **To which countries do you ship?**

Djuke - DIY Audio delivers to valid addresses all over the world

## **What is the price of the shipping and handling costs?**

Shipping and handling costs depend on the country of delivery and weight of the order and are automatically calculated if you place an order.

For orders up to 0.25kg shipping and handling costs are only EUR 2,50 within NL, EUR 4,50 within the EU and EUR 5,50 for the rest-of-world.

## **What is the expected delivery time?**

Delivery time depends on the country of delivery. In The Netherlands, package is usually received the next day. Within Europe, delivery may take about a week. Outside Europe delivery may take several weeks.

## **Can I visit and collect the products?**

Yes, this is possible, but only when you make an appointment first.

The order still has to be placed and payed using the website as for example the invoice is automatically generated. During checkout you can select that you want to pick up the order.

## **Why are prices so low?**

There are several reasons for this: Electronic components are cheaper if bought in larger quantities and our costs are very low as we only have a webshop and no physical shop.

## **Which payment methods can be used?**

Currently, 3 methods of payments are valid:

- Bank transfer
- iDEAL
- PayPal

**end faq**