

Date: 1 September 2023

Shipping Policy

Friendly Giant Gaming is a webshop based in the Netherlands, providing high-quality 3D printed products and on-demand painting services to customers around the world. We take great care in processing and shipping your orders to ensure that they are delivered in excellent condition and within a reasonable timeframe. This Shipping Policy describes the details and procedures regarding shipping, delivery times and associated costs for customers abroad.

1. Shipping zones and delivery

1.1. Shipping zones: Friendly Giant Gaming offers worldwide shipping and covers most countries and regions.

1.2. Delivery time: Delivery times may vary based on the destination country, customs clearance and the selected shipping method. We make every effort to ship your order on time to ensure timely delivery. Estimated delivery times for each shipping zone are displayed during the checkout process.

2. Shipping costs

2.1. Calculation of shipping costs: The shipping costs for each order are determined based on the weight of the package and the selected shipping method.

2.2. Shipping costs abroad: For customers placing orders from abroad, a flat rate of €15 is applied. Please note that these shipping costs do not include any import duties, taxes or customs fees that may apply upon delivery. The recipient is responsible for any additional charges imposed by customs authorities in the destination country. Shipping costs may change if rates increase from the mail order company.

3. Processing of orders and shipment

3.1. Order processing time: Once you place an order, it will be processed as soon as possible. This includes 3D printing, painting services (if applicable), quality checks and packaging.

3.2. Shipping confirmation: Once your order has shipped, you will receive a shipping confirmation e-mail with tracking information.

3.3. Tracking information: For all orders, we provide tracking information so that you can follow the progress of your package during transport.

3.4. Tracking updates: Please note that tracking information may take a while to update after the shipment leaves our warehouse. If you experience any delays or problems with the tracking information, please feel free to contact us at jelle@friendlygiantgaming.com.