

# Shipping Policy for Slavic Snacks

**Effective Date:** 05/18/2025

We ship all orders from our warehouse to destinations within the **European Union (EU)** using reliable carriers to ensure your snacks arrive fresh and quickly.

## 1. Shipping Locations

We currently ship to all countries within the **European Union**. We **do not** ship outside the EU at this time.

## 2. Shipping Carriers

We use the following delivery services:

- **DPD**
- **Packeta** (Zásilkovna/Packeta drop points)

## 3. Processing Time

- Orders are processed within **2-7 business days** after payment is received.
- Orders placed on weekends or holidays will be processed on the next business day.

## 4. Delivery Time

- Typical delivery times vary by country but are usually **2–10 business days** after dispatch.
- We are not responsible for shipping delays caused by carriers, customs, or incorrect addresses.

## 5. Shipping Costs

- Shipping costs are calculated at checkout based on destination and package weight.

- Free shipping may be available for orders above a certain amount (check our homepage or promotional banners for current offers).

## 6. Tracking

Once your order ships, you will receive an email with a tracking number and a link to follow your delivery status.

## 7. Incorrect or Undeliverable Addresses

Please make sure your shipping address is correct.

We are not responsible for:

- Packages lost due to incorrect or incomplete addresses
- Delays or additional charges due to address corrections or reshipping

## 8. Damaged Packages

If your package arrives visibly damaged, please:

- Take **photos** of the packaging and products
- Contact us at **support@slavicsnacks.store** within **48 hours** of delivery  
We'll work with the carrier to resolve the issue.