



# International Orders

## Process & Terms

Thank you for your interest in our hydrogen/oxygen inhalation machines. Our business is primarily set up to serve customers in the UK, yet we have a process for international orders.

Below is a detailed explanation of how we handle international orders, including delivery timeframes, import procedures.

## How International Orders Work

### 1. Initial Contact

Please email us before placing an order if you are outside mainland UK. We will give you a realistic delivery timeline.

### 2. Order Placement

- In order to avoid paying import and delivery charges twice, we do not send our machines directly from the UK when processing international orders.
- Our machines are sent directly from our manufacturer.
- We only accept orders made through our website using a debit or credit card. We do not accept direct bank transfers or any other payment method. All payments are tracked through stripe, giving you peace of mind.

### 3. Delivery Times

Once your order is placed with our manufacturer:

- Delivery time to you is typically 15 to 30 days.

### 4. We Pay The Import Tax Into Your Country

The price listed on our website includes:

- The cost of the machine
- International courier shipping via direct line
- The price includes the import tax into your country.



# International Orders

## Terms & Conditions for International Orders

By placing an international order with us, you agree to the following:

- You will contact us prior to ordering to confirm availability and expected delivery time.
- You accept that there may be a waiting period of up to 4 weeks before your order is processed.
- You acknowledge that delivery is made from China and shipping times are estimates, not guarantees.
- You accept that we are not liable for delays caused by customs processing or courier handling.

## Countries we will export to

From years of experience, we know some countries are more difficult to deliver to for this reason, we only delivery to the following countries.

- Republic of Ireland
- France
- Germany
- Netherlands
- Belgium
- Austria
- Denmark
- Sweden
- Finland
- Spain
- Portugal
- Italy
- Czech Republic
- Poland
- United States
- Canada
- Australia
- New Zealand

## Customer Service & Warranty

We give our international orders the same level of service and warranty we give our UK customers. This means you have the peace of mind of our 2-year warranty, to read the full details please go to our warranty page.

We are here to help and will do our best to make your experience smooth. Please contact us with any questions before ordering: