

Shipping Policy:

Ship your order by USPS/FedEx ,DHL/

You are responsible for your order once it has been delivered. Please provide a secure shipping address to ensure your order does not get lost or stolen.

Products that are in stock at online store VLTAVA /CZSVS/shipped normally within 2-3 business days. Some products ship directly from the manufacturer and may require extra time to ship. In general, you can expect your order for 1 to 3 weeks.

Shipping Costs:

Shipping costs for shipment to you automatically calculated in the total sum of the payment.

Depend upon the weight of your shipment, the method of shipping and the address for delivery.

Ground shipping is generally the least costly method for most shipments.

Return Policy:

We sell products of the Czech and Slovak Republic .

We want you to be happy with the products you purchase from us.

If you are not satisfied with any of our products, for any reason, return it within one week for a full refund or product exchange if it is on stock. If you have decided to return the product, you are responsible for the shipping expense to make the return.

Prior to sending your return, please contact us by.

Include the following information :

* Your name

* Your Order number

*List of item(s) you are returning

*Return Reason

*Phone number

We will respond to your email within 24 hours and provide you with return shipping information.

However, we cannot be responsible for mishandling, loss or damage incurred by the carrier.

When loss or damage occurs, a claim must be filed with the carrier.

Pictures must be provided, and all packaging must be saved.

If you have any additional questions regarding a return, please :

e-mail vltavaus@gmail.com

Products are always well packaged against damage during shipment.