



Shipping Terms & Conditions

At Neonkids, we want to make your shopping experience smooth and surprise-free — even across borders!

We Use the IOSS System (Import One-Stop Shop)

If you're ordering from an **EU** country and your order is under €150, you're in luck:

- VAT is already included in your total at checkout.
- No extra taxes or fees at delivery.
- Your parcel will go through customs smoothly — no delays!

How It Works

We are registered with the EU Import One-Stop Shop (IOSS), which means:

- We collect the correct VAT rate for your country (e.g., France, Germany, Spain) at checkout.
- We report and pay it directly to the EU.
- You receive your order with no hidden charges.

For orders over €150

For orders above €150:

- VAT and **customs duties may be charged at delivery by your country's customs.**

- **IOSS does not apply — this is EU-wide policy.**

Non-EU Orders

For customers outside the EU (e.g., Switzerland, UAE):

- VAT is not charged at checkout.
- Local import rules and fees may apply.

VAT & Duties

All prices displayed on our website include **Value Added Tax (VAT)** where applicable. This means the VAT is already factored into the final purchase price at checkout.

Please Note:

While VAT is included, **you may still be required to pay additional customs duties, import taxes, or fees** depending on your country's import regulations. These charges are not covered by us and are the responsibility of the recipient.

Customs & Import Regulations

- Import rules vary by country. We recommend checking with your local customs authority for the most up-to-date information before placing your order.
- In some cases, shipments may be held by customs until duties or taxes are paid. Delays caused by customs clearance are beyond our control.
- Refusal to pay import duties or accept delivery may result in the package being returned, abandoned, or destroyed, and **we are unable to offer refunds in such cases.**

Delivery Timeline

Estimated delivery times are provided at checkout. However, they are subject to variation due to customs processing or other unforeseen shipping delays.

Modifications

We reserve the right to modify these Shipping Terms & Conditions at any time without prior notice. Updates will be posted on this page, and continued use of our services constitutes acceptance of any changes.

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