

DELIVERY

Dvije njuške (Nosy buddies) is in partnership with the distribution company Overseas Express, which involves sending parcels Monday thru Friday (except for a public holiday in the Republic of Croatia) from 8:00 a.m. to 8:00 p.m. We kindly ask you to make delivery possible at the address throughout that period.

Shipping is free for all orders over 66 € within the territory of the Republic of Croatia.

The delivery cost within the territory of the Republic of Croatia is 5,31 € and will be indicated on the website Shopping Cart after adding the item(s). For cash payment upon delivery, there is an additional cost of 0,66 € which you pay directly to the delivery person.

The delivery cost to Slovenia is €12 for the weight of individual parcel up to 5 kg. The delivery cost to EU countries (except Slovenia) is €30 for the weight of individual parcel up to 5 kg.

For delivery outside of Croatia, the customers are solely responsible for any customs and import costs, fees, permits, possible restrictions, and regulations of the country of destination.

The expected delivery time is seven working days, but in some cases can be up to 14 working days. Please make allowances for the time to customize and/or personalize the products according to your wishes.

Also, the delivery time may vary for some coastal islands where transport connections do not allow faster delivery or in case of force major, so we would appreciate your patience.

The Customer will receive an SMS or e-mail delivery notification when Overseas collects the package. The message includes the shipment number and link for shipment tracking.
<https://www.overseas.hr/track-and-trace>.

When picking up the shipment, please examine the package and rule out any visible parcel damage. If you notice that the transport packaging is significantly damaged and you suspect that the product may be damaged, refuse to accept the shipment and notify us immediately. If the parcel appears to be undamaged, feel free to collect the shipment and sign the delivery note. If the delivery person does not find you at the given address, a notice of delivery attempt will be left with the courier contact (or Customer Service) to arrange an alternative delivery date. More information is available on customer service at <https://www.overseas.hr/sluzba-za-korisnike>. Should the parcel fail on delivery, it will be returned to us. Upon receipt of the undelivered parcel, we will contact you to establish the reason for non-delivery and to agree on resending.