

Shipping Policy of the SM16:7 online store.

1. Order Processing Time

All orders are processed after payment confirmation.

Please allow up to 14 days (2 weeks) for order preparation and dispatch.

Once your order has been shipped, you will receive a confirmation email with a tracking number.

We strive to ship all orders as quickly as possible while maintaining the highest standards of quality control.

2. Shipping Destinations

We currently ship to most countries in EU, including:

Poland, Austria, Belgium, Bulgaria, Croatia, Czechia, Denmark, Estonia, Finland, France, Spain, Netherlands, Ireland, Lithuania, Luxembourg, Latvia, Germany, Portugal, Romania, Slovakia, Slovenia, Sweden, Hungary, Italy.

If your country is not listed at checkout, please contact us at contact@sm167.com to arrange an individual shipping option and its cost.

3. Estimated Delivery Time

After dispatch, the estimated delivery time is:

Europe: 3–7 business days

Delivery times may vary depending on the destination, customs procedures, and courier operations.

4. Shipping Costs

Shipping costs are displayed at checkout and depend on the destination and package weight.

All orders are shipped with tracking and insurance for safe delivery.

Orders above a certain value (if applicable) may qualify for free shipping — details will be shown at checkout.

5. Customs, Duties & Taxes

International orders may be subject to customs duties, taxes, or import fees imposed by the destination country.

These charges are the responsibility of the buyer and are not included in the product or shipping price.

Please check your local regulations before placing an order.

6. Lost or Damaged Packages

In the unlikely event that your package is lost, please contact us at contact@sm167.com within 7 days of delivery (or the expected delivery date). We will work directly with the courier service to resolve the issue as quickly as possible.

If your package arrives damaged, please make sure to prepare a damage report in the presence of the courier at the time of delivery. Additionally, take clear photos of the damaged packaging and contents, and then contact us at contact@sm167.com so we can assist you further.

7. Address Accuracy

Please make sure all shipping details are entered correctly during checkout.

We are not responsible for delays or losses caused by incorrect or incomplete addresses provided by the customer.