

## Shipment policy

Thank you for choosing [www.tangem.com](http://www.tangem.com) for your online shopping needs. We are committed to providing you with the best shopping experience possible. As an international customer, we want to inform you about the possibility of additional customs fees that may apply to your order.

### Customs and Import Duties:

When you place an order with us, please be aware that your package may be subject to customs duties, taxes, and fees levied by your country's customs authorities. These charges are beyond our control and are the responsibility of the recipient (you) to pay. Customs policies vary widely from country to country, so we recommend checking with your local customs office for more information about potential charges.

### Estimated Customs Fees:

Unfortunately, we are unable to predict the exact customs fees that may be applicable to your order. Customs authorities determine these fees based on various factors, including the value of the items and the destination country. To get an estimate of potential fees, you can contact your local customs office or use online customs duty calculators available for your region.

### Shipping and Delivery:

We strive to ensure timely and efficient delivery of your order. The shipment<sup>1</sup> usually takes up to five (5) business days as of receiving your payment. And the delivery may take up to twenty (20) business days.

However, please note that customs processing may cause delays in delivery caused by your customs authorities. While we work diligently to minimize any potential delays, we appreciate your understanding in case your package encounters customs clearance procedures.

### Order Value Declaration:

To comply with international customs regulations, we are required to declare the actual value of the items on the customs declaration form. We cannot mark packages as gifts or alter the value of items to evade customs duties or taxes.

### Tracking Your Order:

Once your order has been shipped, we will provide you with a tracking number to monitor the progress of your delivery. This tracking information will also be helpful to stay updated on the customs clearance process if applicable.

### Lost Packages:

Once an order is shipped, it will be the responsibility of the carrier to complete the delivery and should there be claims about lost packages, please get in touch with our customer support [store@tangem.com](mailto:store@tangem.com) and we will launch an investigation.

We want your shopping experience with us to be enjoyable from start to finish. Should you have any questions or concerns about customs fees, shipping, or any other aspect of your order, please feel free to contact our customer support team [store@tangem.com](mailto:store@tangem.com). We're here to assist you.

Thank you for choosing [www.tangem.com](http://www.tangem.com). We appreciate your business and look forward to serving you again in the future.

### Last update

**August 11, 2023**

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<sup>1</sup> If you place a pre-order, the shipment of such pre-order will be carried out no earlier than ten (10) business days from the date indicated on the announcement page.