

# Shipping Policy (Products)

Last updated: 09-12-2025

## 1) Scope

This Shipping Policy applies to physical products (e.g., massage oils) sold via <https://www.messagehuyswebshop.nl/>.

## 2) Shipping areas

We ship to: **The Netherlands, the EU, and international destinations.**

If your destination is not available at checkout, please contact us.

## 3) Processing times

Orders are typically processed within **2 business days**. During busy periods, processing may take longer.

## 4) Estimated delivery times

Estimated delivery times are:

- The Netherlands: **next 1–2 business days**.
- EU: **5–10 business days**.
- International: **10–30 business days**.

Delivery estimates are not guarantees and may be affected by carrier delays.

## 5) Shipping costs

Shipping costs are shown during checkout and depend on destination, weight, and carrier.

## 6) Tracking

If available, tracking information will be provided by email once your order ships.

## 7) Damage, missing items, or delivery issues

If your package arrives damaged or items are missing, contact us within **2 business days** after receiving it, with photos and your order details at [manager@messagehuys.nl](mailto:manager@messagehuys.nl).