

## Prokayaker's Shipping Policy

**For the products available in stock:** All orders are processed within **1-5 working days** from the moment of completing the payment. Once sent, you will get an instant confirmation. The shipment takes up to **3 working days (Spain Peninsula)**, up to **5 days (Balears, Portugal, France)** and up to **7 days (Canary Islands)**.

**For personalized products:** The processed time depends on the producer. Once the product is shipped you will be notified via email. We kindly ask you for your patience as the preparation and shipment of personalized goods takes some time. We do our best to stay in touch with the original factories and keep you informed.

### Shipping rates and delivery estimates

*Shipping charges for your order will be calculated and displayed at checkout.*

Product Group	Real Cost*					Discount for shipping
	Spain Peninsula	Baleares	Canaries	France	Portugal	
Small items						
Small and medium items	4.5-6	6-8	11-17		5-6.5	-20%
Large items						
Paddles	18	25	70		30	-40%
Freestyle Kayaks	55	65	110		65	
Creeking Kayaks	60-70	75	150		70	
Sea Kayaks (<5m)	110-125	135	235		130	

*\*Operated by SEUR and CTT Express. The price depends on exact weight and dimensions of the product as well as exact destination.*

## Customs, duties, and taxes

*Prokayaker is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).*

## Damages

*Prokayaker is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier or our support team directly to file a claim. Please save all packaging material and damaged goods before filing a claim.*