

Thank you for your interest in www.hetterrarium.com. We want to make sure you will get your order as soon as possible so you can make use of your new additions. In this document you will find the info and terms of ordering @hetterrarium.

1, Sending / Delivery:

We make use of MyParcel / PostNL for the delivery of all our packages. Once we send a package you will receive a Track&Trace number via email. With this number you can follow the delivery route and estimated time via the www.postnl.nl website. You do not need to sign for the delivery of a standard package. The mailman deliver the package to your nearest PostNL point or at your home. If you are not home the mailman will try it at your neighbours or the next day. If you are not present the package will be delivered to your nearest package point where it will stay for a maximum of 14 days. If the package is not picked up within this time it will be send back to hetterrarium.com

2, Delivery time:

Standard package: Your package normally will be delivery within 2 to 4 days after payment.

If you have an order that contains items with an longer estimated delivery time. The order will be send ones complete. Additional delivery time will be seen in de description of the product and checkout.

3, Cost standard package:

*Orders that cannot be divided and are above 30kg are seen as an pallet-sending. This will cost €70,- within the Netherlands. Orders above 30kg that can be divided in several packages will be send with each his own Track&Trace number.

Sending cost Terrariums and Aquariums, Aquariums and terrariums from 30*30*45cm till 90*45*60cm will be only be send ensured or be delivered for free at particular reptile shows we attend. An ensured package costs 5euros extra, no matter the weight or total price of the order.

Other delivery options,

- Delivery to any reptileshow in Houten/NL is Free.
- Delivery to all Hamm/DE reptile expo's is Free

4, Ordering:

Step 1, In this step you can check your shopping cart, choose the delivery method and if needed adjust amounts. Once you have selected all a final price will be calculated.

Step 2, Fill in the form with your name, address, delivery address and add any comments. You can use an account or order without a need for an account.

Step 3, Check your order and make sure all data is correct. Check the Terms and agree to for further. You can see the terms in the checkout and download it as an PDG file.

Step 4, The final step is payment. Once your order is payed and confirmed you will receive an confirmation via email and your email will be send.

5, Payment:

Ideal, You can pay your order via ideal in the checkout section. There are no additional cost to this method.

Paypal, via paypal you can pay your order in the checkout section. A 4% fee will be charged for this method.

Creditcard, via Creditcard you can pay your order in the checkout section. A 3% additional fee will be charged for this method.