



International Orders – Process & Terms

Thank you for your interest in our hydrogen/oxygen inhalation machines.

Our business is primarily set up to serve customers in the UK, but we occasionally process international orders.

Below is a detailed explanation of how we handle international orders, including delivery timeframes, import procedures and payment responsibilities.

Important – Please Read Before Ordering

If you are located outside mainland UK, including:

- **Republic of Ireland**
- **Channel Islands** (Jersey and Guernsey)
- **Isle of Man**
- **Any other country outside the UK**

Then your order will be treated as an international order.

**Please do not place your order directly through the website
without contacting us first.**

Contact us via email at **info@H2Epod.com** so we can advise you on lead times, delivery and import arrangements.

How International Orders Work

1. Initial Contact

Please email us before placing an order if you are outside mainland UK. We will confirm the next steps and give you a realistic delivery timeline.

2. Order Placement

- In order to avoid paying import charges and VAT twice, we **do not** send machines directly from the UK when processing international orders
- Machines will therefore be **sent directly** from the manufacturer in China
- We cannot purchase a single machine from our manufacturer, which means that your order will be included in our next bulk order.
- **Waiting time** for the next bulk order can be up to 4–6 weeks.
- We will let you know when the next order is scheduled so you can decide whether you would like to proceed.
- We only accept orders made through our **website** using a debit or credit card. We do not accept direct bank transfers or any other payment method.

3. Delivery Times

Once the order is placed with our manufacturer:

- Delivery time to you is typically 2–3 weeks.
- Machines are shipped by courier directly from China to your address.

4. Pricing & Customs Charges

The price listed on our website includes:

- The cost of the machine
- International courier shipping
- We will **reimburse 50%** of any VAT and import duties that may be charged by customs in your country

5. Payment of Import Charges

- You will be responsible for paying any **customs fees/VAT** requested by the courier or customs agency in your country.
- Once you send us **proof of payment** (e.g., a receipt from the courier), we will reimburse you promptly via your original payment method.

We can also give you an **estimated cost of the customs charges** in advance to help you plan and budget.

Customs Declarations and Accuracy

- We will not under-declare the value of the machine on shipping documents.
- Customs authorities often request proof of payment. If the declared value does not match your payment receipt, it can lead to delays, fines or the machine being returned.
- Please ensure that you are comfortable with this process before proceeding with your order.

Special Notes for Certain Locations

Republic of Ireland

Although geographically close to the UK, the Republic of Ireland is a separate country. This means:

- VAT and import duties apply
- International shipping rules apply
- Your machine will be sent from China, not the U.K.

We often need to remind those living in Ireland that they fall under our international order policy.

Channel Islands (Jersey & Guernsey)

The Channel Islands are outside the UK VAT zone. This means:

- You will not be charged VAT at the point of sale.
- You may be charged local GST or import fees by customs.

As such, we treat these orders under our international process.

Terms & Conditions for International Orders

By placing an international order with us, you agree to the following:

- You will contact us prior to ordering to confirm availability and expected delivery time.
- You accept that there may be a waiting period of 4–6 weeks before your order is processed.
- You agree to pay any customs charges requested upon delivery and to submit proof of payment for 50% reimbursement.
- You acknowledge that delivery is made from China and shipping times are estimates, not guarantees.
- You accept that we are not liable for delays caused by customs processing or courier handling.

Questions?

We are here to help and will do our best to make your experience smooth.

Please contact us with any questions before ordering:

Email: info@H2Epod.com

Website: H2Epod.com

Countries we will export to

We have a classification system that rates Countries as either '**Straight Forward**' or '**More Complicated**' based on common patterns seen with small business exports and customs clearance procedures.

It is based on the type of product we are exporting and the fact that it ships from China or Hong Kong.

Straight Forward Countries

We export to these Countries

Customs clearance usually involves import VAT/duties and basic documentation like invoice and HS code - occasionally proof of payment may be requested.

- Republic of Ireland
- France
- Germany
- Netherlands
- Belgium
- Austria
- Denmark
- Sweden
- Finland
- Spain
- Portugal
- Italy
- Czech Republic
- Slovakia
- Poland
- Estonia, Latvia, Lithuania
- United States (requires an EIN or SSN from the recipient, but otherwise fairly easy)
- Canada (may require HS code clarification but usually efficient)
- Australia
- New Zealand

More Complicated Countries

We do not export to these Countries

Customs may request certificates, special approvals, safety documentation or impose restrictions on gas/electrical devices.

- **Norway** (not in EU, uses separate import rules, sometimes tricky with gas devices)
- **Switzerland** (outside EU, can be meticulous with paperwork)
- **Iceland** (remote, similar to Norway in customs handling)
- **Israel** (can be restrictive depending on classification of the device)
- **United Arab Emirates** (business imports often require recipient registration, import code, or documentation)
- **Saudi Arabia** (importer must sometimes be registered and provide approval before customs clearance)
- **Turkey** (regulatory classification can complicate clearance for electrical/therapeutic goods)
- **India** (can require extensive documentation or even licensing if device is viewed as medical)
- **Pakistan** (similar issues to India, plus high and inconsistent duties)
- **Russia and CIS countries** (difficult due to regulations, sanctions and language barriers)
- **Ukraine** (currently very unpredictable customs process)
- **Africa**
- **South America**

CIS countries refer to the **Commonwealth of Independent States**, a regional organization formed during the breakup of the Soviet Union in 1991.

It includes several former Soviet republics that chose to maintain some level of political and economic cooperation.

CIS Member and Associated Countries

Not all are active members, but they're often grouped under this label in trade and logistics.

- **Russia** Largest and most influential member
- **Belarus** Strong ties with Russia
- **Kazakhstan** Major trade hub in Central Asia
- **Kyrgyzstan** Member of the Eurasian Economic Union (EAEU)
- **Tajikistan** Limited trade infrastructure
- **Uzbekistan** Former member, retains some cooperative status
- **Armenia** EAEU member, imports regulated
- **Azerbaijan** Left formal CIS membership but often included
- **Moldova** Member, but politically shifting westward