



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, yet we have a process for 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)
- 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.

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 and delivery charges twice, we do not send our machines directly from the UK when processing international orders
- Machines will therefore be sent directly from the manufacturer in China
- We cannot always purchase a single machine from our manufacturer, which means that your order maybe be included in our next bulk order.
- Waiting time for the next bulk order can be up to 4 weeks, we aim to make this quicker, yet once you contact us, we will confirm the date for sending a H2=E machine to you.
- 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. All payments are tracked through stripe, giving peace of mind.



International Orders

3. Delivery Times

Once your order is placed with our manufacturer:

- Delivery time to you is typically 14 to 21 days.
- 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 via direct line
- We send to you via direct line, and most of the times this covers all the import taxes. Yet if there are some extra charges on import tax we do not cover these and you will have to pay the import tax if needed.

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 weeks before your order is processed.
- 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.

Countries we will export to

From years of experience, we know some countries are more difficult to deliver to for this reason, we only deliver to the following countries.

- | | |
|-----------------------|------------------|
| • Republic of Ireland | • Spain |
| • France | • Portugal |
| • Germany | • Italy |
| • Netherlands | • Czech Republic |
| • Belgium | • Poland |
| • Austria | • United States |
| • Denmark | • Canada |
| • Sweden | • Australia |
| • Finland | • New Zealand |



International Orders

Customer Service & Warranty

We give our international orders the same level of service and warranty we give our UK customers. This means you have the peace of mind of our 2-year warranty, to read the full details please go to our warranty page

<https://h2epod.com/warranty/>

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

Best wishes for every success
Andrew Morey & Antony Taylor
Joint CEO of H2=E