



Kemo Limited  
First Floor  
33 King Street  
Thetford  
Norfolk IP24 2AW  
United Kingdom

1<sup>st</sup> July 2025

## International Shipping Terms & Conditions

These International Shipping Terms & Conditions apply if you purchase products on Kemoweb.shop for shipment to delivery addresses outside of mainland UK ("products"). Each product is sold and shipped by Kemo Limited via their designated carrier. These terms and conditions apply in addition to Kemo Limited's normal Terms and Conditions of Use and Sale, Online Sales website terms and conditions and any other applicable terms and policies which govern the sale of the products. In case of conflict between these International Shipping Terms & Conditions and Kemo Limited's other Conditions of Use and Sale, the former will prevail.

### 1. Compliance with Applicable Laws

When ordering from KemoWeb.shop, you must comply with all applicable laws and regulations of the destination to which your products are being delivered ("destination"). You are also responsible for assuring that your products may be lawfully imported into the country of importation.

### 2. Transfer of Title and Risk of Loss

Title and risk of loss for the products transfer to you as soon as the product is delivered to the first carrier outside of the country of importation.

### 3. Import Fees

Products shipped outside of mainland UK may be subject to taxes, customs duties, and fees charged by the authorities of the country of importation ("Import Fees"). For products sold by Kemo Limited via KemoWeb.shop, you are responsible for paying all Import Fees, Duties and Taxes in the country of import.

You are the person responsible for the import clearance of products shipped outside of mainland UK ("importer of record"). Kemo Limited will provide the relevant commercial invoice and shipping documentation but any special import requirements for your country of import remain your responsibility. Please ensure you are aware of any local import requirements.

### 4. Limitations

For products shipped internationally, please note that:

- Manufacturer warranties may not be valid; although usually our 12 month standard warranty against manufacturing defects will be applicable
- Manufacturer service options may not be available in the destination
- Product manuals, instructions, and safety warnings may not be provided in the destination language
- The products (and accompanying materials) may not be designed in accordance with standards, specifications, and labelling requirements in the destination
- The products may not conform to voltage and other electrical standards of the destination (and may require the use of an adapter or converter), this is your responsibility to check before purchase

## 5. Privacy

Kemo Limited may provide certain order, shipment, and product information to the designated carrier, which may share this information with customs, postal, and tax authorities.

International shipments are subject to opening and inspection by customs and/or postal authorities.

## 6. Returns and Handling Charges

If you decide to return an item, you are responsible for the return shipping costs. If you refuse the item or don't pay the required fees on arrival, we'll deduct any handling charges from your refund.

If you require an item to be returned under possible warranty conditions, you are responsible for return shipping costs along with any import costs back to the UK. The items will be inspected and an investigation report supplied before confirmation of potential rectification under warranty. The return of an item does not guarantee it will be rectified under warranty, only manufacturing defects are covered by our standard warranty.

## 7. Changes of Address and Payment Details

The shipping address provided must match the payer's account address and the address registered with the payment authenticator. Once payment has been processed and approved, the address cannot be changed. If the payment details do not match the payment gateway records, we will cancel the order and notify you.

## 8. Miscellaneous

Nothing in these International Shipping Terms & Conditions is intended to exclude, restrict or modify any non-excludable right or remedy you have under applicable law.

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