

# Delivery Conditions (EN)

Version 2026-05-01

> This document describes the delivery conditions for orders processed through the HOOKAH GARAGE s.r.o. e-shop.

## 1. Carriers and Delivery Methods

| Delivery method | Parcel type | Availability |

|---|---|---|

| **Geis Parcel** | Parcel (up to 31.5 kg) | B2C + B2B |

| **Geis Pallet freight** | Pallet | B2B |

| **Packeta - home delivery** | Parcel (up to 10 kg) | B2C + B2B |

| **Packeta - pick-up point / Z-Box** | Parcel (up to 10 kg) | B2C |

| **GLS Parcel** | Parcel (up to 31.5 kg) | B2C + B2B |

| **GLS ParcelShop** | Parcel (up to 20 kg) | B2C |

| **Personal collection** | - | B2B (by arrangement) |

## 2. Delivery Areas

We deliver to: Czech Republic (CZ), Slovakia (SK), Poland (PL), Hungary (HU).

## 3. Estimated Delivery Times

| Destination | Geis Parcel | Packeta | GLS |

|---|---|---|---|

| Czech Republic | 1-2 business days | 1-3 business days | 1-2 business days |

| Slovakia | 2-3 business days | 2-4 business days | 2-3 business days |

| Poland | 3-5 business days | 3-5 business days | 3-5 business days |

| Hungary | 3-5 business days | 3-6 business days | 4-6 business days |

Orders are dispatched within **2 business days** of order confirmation (or payment receipt for prepaid orders).

## 4. Delivery Charges

Current delivery charges are displayed in the e-shop when selecting the delivery method. The charge stated in the order confirmation is binding for the specific order.

## 5. Packaging

Goods are packed in at least standard protective packaging to ensure safe transit. B2B pallet shipments are secured with film and/or strapping.

## **6. Transfer of Risk**

Risk of loss passes to the buyer at the moment of accepting the parcel from the carrier.

## **7. Inspection at Receipt and Damaged Shipment Procedure**

The buyer must **inspect the parcel upon receipt**. Visible damage must be **immediately recorded in the presence of the delivery driver** with photographic documentation. Damage must be reported to the seller **within 2 business days** of receipt.

## **8. Personal Collection (B2B)**

B2B partners may collect goods in person at: **Dobrovského 874/29, 702 00 Ostrava**, by prior telephone or e-mail arrangement on business days.

## **9. Online Payments - ComGate**

Online payments are processed by the **ComGate** payment gateway. The service provider, Comgate a.s., is a licensed Payment Institution supervised by the Czech National Bank. All payments are fully secured and all data is encrypted. More information: [[www.comgate.eu](http://www.comgate.eu)](<https://www.comgate.eu/cs/platebni-brana>).

### **Available payment methods**

- **Card payment** – VISA, Mastercard. Payment takes place directly on ComGate's secure page; the seller never sees your card number.
- **Bank button (instant bank transfer)** – immediate online transfer from your banking app (supported banks are shown at checkout).

### **ComGate contact for payment queries**

Comgate a.s.

Gočárova třída 1754/48b, Hradec Králové, Czech Republic

E-mail: [podpora@comgate.cz](mailto:podpora@comgate.cz)

Tel: +420 228 224 267

## **10. Contact for Delivery Enquiries**

- **E-mail:** [office@titaniumcarcare.eu](mailto:office@titaniumcarcare.eu)

- **Phone:** +420 722 060 961

\*Current version effective from the date stated in the document header.\*