

Shipping and delivery

Delivery lead-time in Israel

1. Order will shipped within 2 working days after finishing order process and payment confirmation to the delivery address provide by the customer in the order process.
2. Delivery lead-time by the courier is 7 working days and the responsibility for the lead time is on the courier.

Cost of delivery in Israel

3. NIS 40 for a package of up to 20 kg and standard package dimensions (as appear at the product specifications).
4. For packages of an irregular weight or dimensions, you are likely to be charged an extra delivery fee at the end of the order process.
5. Product with special delivery cost, as appear on the website, the delivery cost will be paid separately.
6. Order with total cost of above 750 NIS will not charge for the delivery, subject to the a.m. weight and dimensions terms.

Returns in Israel

7. HAKEN allows its customers to make returns subject to the following conditions:
 - a. The item is returned within 14 days of receipt of the delivery at the customer's home or the date on which it was collected from any selling point.
 - b. The item was not used or damaged, and is returned in the original packaging.
 - c. Detailed returning report will filled by the customer with the reasons for the returning.
8. The returning delivery will be without cost by the courier, Israel post, with the follow procedure:
 - a. Stick the returning collect sticker (provide by the courier on delivery) precise on top of the customer address (only HAKEN address should be appear on the return package).
 - b. Drop the package at any of the nearest Israel post branch.
9. HAKEN will examine the case, and if it believes that the customer should be credited, the credit card used to pay for the item will be credited minus 5% of amount of the transaction, within 14 working days.
10. For products from special sales and discount, will not able to return and to receive credit.

Overseas Shipments

11. Shipments to all countries is carried out by EMS – Express Mail Service. Products are shipped to the Customer's doorstep.
12. When purchasing on the Website, you can see the shipment costs according to package weight, package size, destination and type of shipment.
13. The shipment usually arrives at its destination within 14 working days depending on the shipment destination and shipment type, subject to the availability of the products ordered. Shipping times may be longer due to local holidays in the country of destination, Israeli holidays and weekends and during specials and discounts.
14. For your information, although we do our utmost to supply the shipment at the written times, there may be delays and the written times are only estimates and not guaranteed.
15. HAKEN is not responsible for any delays which are not under its direct control, including release from customs, delays caused by shipping companies, etc.
16. For your information, import duties, surcharges and any other charge may be imposed upon receipt of the order in countries outside Israel. We have no control over these taxes and duties as they are determined by the customs authority in the destination country and depend on various factors, such as country of origin, domestic VAT rate, import duties, etc. It is the Customer's responsibility to make these payments should they be required by the local authorities.
17. Tracking shipments – You may track the shipment by the parcel tracking number to be sent to you by e-mail on the Israel Post Office website or once the parcel has reached the destination country through the website of the local post office.

Overseas returns

18. You may cancel your order and return any unused items within 14 days of receiving the items.
19. Mailing costs are payable by the sender, and HAKEN will not refund mailing/shipping costs.
20. The items must be sent in new and unused condition in their original packaging to HAKEN address as appear in the website, otherwise we may not give a refund.
21. The parcel is checked upon its return to HAKEN, and if found to be in returnable condition, the credit card through which the order was placed will be credited immediately.