

Worldwide shipping & handling

We're happy to offer free delivery on all domestic (The Netherlands) orders above €150,-. Under €150,- the shipping costs are €7,20 (max. 30 kg).

For our clients in Belgium and Germany we offer free shipping on orders above € 250,-. Under €250,- the shipping costs are €11,20 (max. 30 kg).

For our clients in Denmark, Italy, France, Luxemburg, Austria, Spain for all orders the shipping costs are €19,80 (max. 30 kg).

For our clients in the rest of Europe (except Greece) for all orders the shipping costs are €22,90 (max. 30 kg).

For our clients in Greece the shipping costs are €34,50.

For our clients in UK, Norway and Switzerland (max. 20 kg):

0-2 kg: €30,25

2-5 kg: €36,30

5-10 kg: €48,40

10-20 kg: €72,60

Shipping time varies between the different European countries and it can range from 5-12 business days after receiving your payment.

We also send packages worldwide:

0-2 kg: € 38,65

2-5 kg: €54,50

5-10 kg: €79,20

10-20 kg: €129,50

Shipping for UMI costs €208,70 (1 x 5-10 kg + 1 x 10-20 kg). We have to ship it in two boxes, because of the weight.

However, international orders placed through our website have a maximum order weight (20kg). When your order includes large items, it might exceed this and you won't be able to proceed to checkout. In this case, please contact us info@woodchuck.nl so we can deal with your request on a one to one base and provide you with a shipping quote.

Please keep in mind that you may be charged for local import duties and custom charges on the arrival of the goods in your country. Most of the time your local delivery company will ask you to pay these charges before the delivery.

If you want to return a product, please notify us at info@woodchuck.nl within 7 days after receiving your order. Products must be in unused and undamaged condition, including all packaging.

If we send you an incorrect product, please let us know within 7 days after receiving your order. We will happily send you the right product. If the product is no longer available, we will send you a refund or give you a credit.

When you've received a broken product (damaged in transit) we request that you return us your product within 7 days. When we've received your return we will send you a new product.

All products are 100% handmade, so small discrepancies may occur, such as small splinters. All products come untreated (unless stated otherwise). We are not liable for any stains that might occur on the untreated wood. We recommend treating the wood with Osmo hardwax oil to keep off dirt and to prevent stains.

Return address:

WOODCHUCK
Slachthuisakade 20B
2685 LN Poeldijk
The Netherlands

The shipping costs and risks for returning a product are at expense of the buyer. We recommend you to use a postal service that insures the value of the shipment.