

DroneBlocks International Shipping Policy

Countries We Ship To

We are pleased to offer international shipping to the following countries:

- Canada
- France
- Germany
- Great Britain
- Italy
- Norway
- Spain
- Sweden

For countries not listed above, customers may arrange to pick up products from our dock and handle all shipping arrangements themselves.

Reseller and Channel Partner Orders

For our reseller and channel partner clients, we do not offer international shipping. DroneBlocks will ship products to the reseller's warehouse.

Shipping Carrier

We select the most appropriate carrier for your location to ensure reliable tracking and timely delivery of your drone products.

Shipping Costs

International shipping costs are calculated at checkout based on:

- Destination country
- Package weight and dimensions
- Selected shipping service level

Shipping charges will be provided at time of estimate.

Estimated Delivery Times

Deliveries typically arrive in 7-10 business days.

Please note these are estimates and actual delivery times may vary due to customs processing or other factors beyond our control.

Customs, Duties, and Taxes

Important: The customer is responsible for all customs duties, import taxes, and any other fees imposed by the destination country.

- These charges are NOT included in your order total or shipping cost
- Customs fees are determined by your country's customs authority and are payable upon delivery or clearance
- We have no control over these charges and cannot predict their amount
- Refusing to pay customs charges may result in the package being returned, and you may be responsible for return shipping costs

We recommend checking with your local customs office for information about potential duties and taxes before placing your order.

Customs Documentation

All international shipments include proper customs documentation. We accurately declare the contents and value of your order to comply with international shipping regulations.

Export Compliance - Drone Products

As we ship drone technology, please be aware:

- Customers are responsible for ensuring compliance with all local laws and regulations regarding drone ownership and operation in their country
- Some countries have restrictions on drone imports or usage
- Export of certain drone models may be restricted under applicable export control laws
- By placing an order, you confirm that you are legally permitted to import and operate drone products in your country

Tracking Your Order

Once your order ships, you will receive:

- A shipping confirmation email
- Tracking number
- Link to track your package in real-time

You can monitor your shipment's progress through the carrier's tracking system.

Delivery Issues

If your package is delayed, damaged, or lost during international transit, please contact us immediately. We will work with the carrier to resolve the issue.

In the event of loss or damage:

- Report the issue within 48 hours of expected delivery
- Provide your order number and tracking information
- Include photos of any packaging or product damage

If a customer refuses delivery of the product without prior consent from DroneBlocks, they will be responsible for all return charges.

Packages that remain unclaimed at the delivery location will be held by the carrier for their standard holding period before being returned to DroneBlocks. Customers will be responsible for any return shipping costs incurred due to unclaimed packages.

Returns and Refunds

Our standard return policy applies to international orders. Please refer to our Return Policy at <https://droneblocks.io/returns-refund-policy/> for complete details.

Once an order has shipped, it can no longer be cancelled and must follow DroneBlocks' return policy.

International Return Considerations:

- Customers are responsible for return shipping costs
- We recommend using a trackable shipping method for returns
- Returned items must comply with customs regulations
- Original customs duties and taxes paid are non-refundable
- Processing times may be longer for international returns due to customs clearance

Address Accuracy

Please ensure your shipping address is complete and accurate, including:

- Full recipient name
- Complete street address
- City, postal/zip code
- Country
- Contact phone number

We cannot be responsible for delays or non-delivery due to incorrect or incomplete addresses. If a package is returned to DroneBlocks due to an incorrect or incomplete address, the customer will be responsible for any incurred shipping costs.

If you need to change the delivery address after your order has shipped, you will be responsible for any fees charged by the carrier.

Prohibited Items

Certain batteries and accessories may be restricted for international air shipment. If your order contains items that cannot be shipped internationally, we will contact you to discuss alternatives.

Questions?

If you have questions about international shipping, customs requirements, or your specific country's regulations, please contact our customer service team at support@droneblocks.io before placing your order.

This policy is subject to change. Last updated: February 2026