



INTERNATIONAL

Information for foreign customers

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1. General information

We are still working to make our shop easier and more approachable for foreign clients, but for now we are providing help via e-mail: sklep.gnom@gmail.com

Orders can be placed through our online store: ,
["https://gnom-sklep.pl/"](https://gnom-sklep.pl/)

When writing an email, please include the order number in the subject line. Example of the order number: UZUGXOKVD

You can place orders through the webstore. However, you can make any modifications via email. We will also contact you by email regarding your order or planned shipment.

If your order was placed with different contact information please let us know about it in the email message. This will allow us to respond quickly.

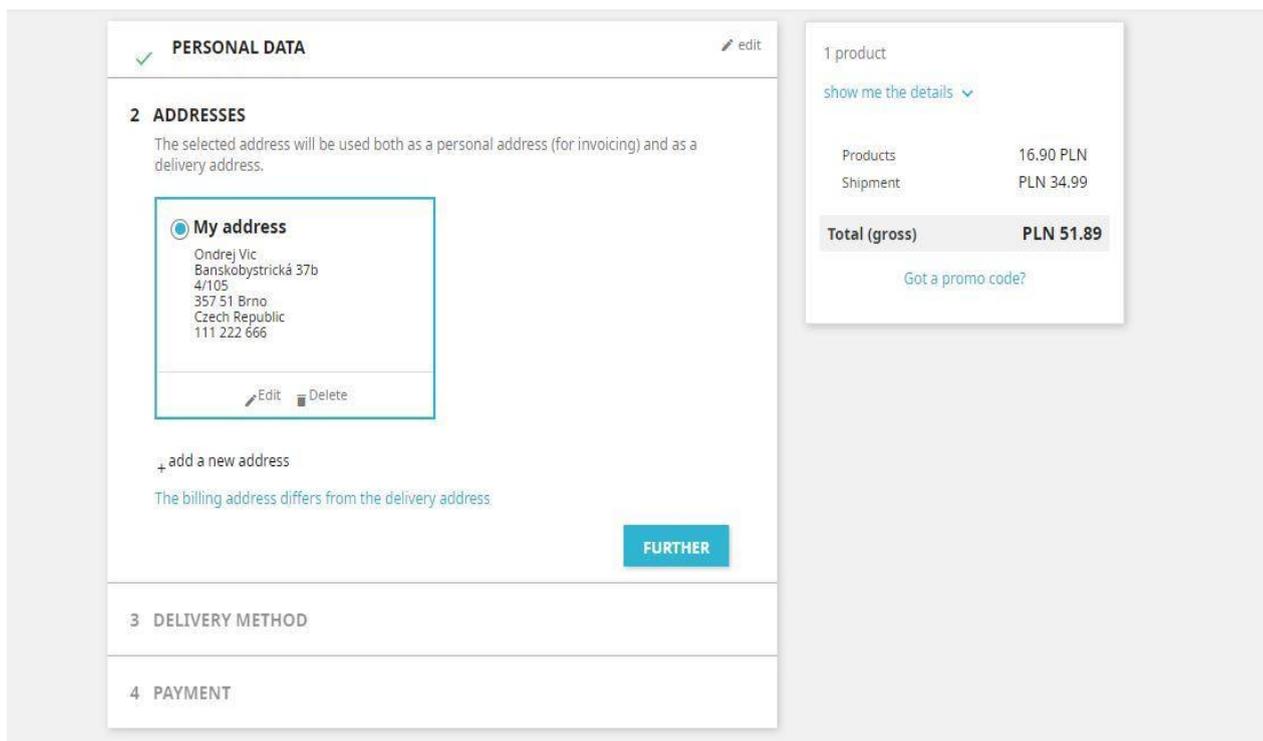
Please keep the correspondence in your emails constant. This will make it easier to handle.

2. How to place an order

Please create an account in our online store.

After creating your account, add everything you are interested in to your shopping cart

Let's continue:



The screenshot displays a checkout interface with the following elements:

- PERSONAL DATA** (with a green checkmark and an 'edit' link)
- 2 ADDRESSES**
 - Text: "The selected address will be used both as a personal address (for invoicing) and as a delivery address."
 - My address** (selected with a radio button):
 - Ondrej Vic
 - Banskobystrická 37b
 - 4/105
 - 357 51 Brno
 - Czech Republic
 - 111 222 666
 - Buttons: "Edit" and "Delete"
 - Link: "add a new address"
 - Text: "The billing address differs from the delivery address"
 - Button: "FURTHER"
- 3 DELIVERY METHOD**
- 4 PAYMENT**
- Product Summary** (on the right):
 - 1 product
 - Link: "show me the details"
 - Table:

Products	16.90 PLN
Shipment	PLN 34.99
Total (gross)	PLN 51.89
 - Link: "Got a promo code?"

At this stage: Remember to select your destination country (for example Czech Republic, Slovakia) It is very important because the system will choose for you a suitable form of delivery and will calculate the shipping.

At this moment the delivery for (Zasilkovnia) is 35 PLN. If the amount is different, check if you have entered or selected the correct settings.

Free delivery from 2500 PLN is available for **Czech Republic and Germany.**

If your order will exceed 2500 pln please contact us for free delivery.

3. Delivery terms

Two delivery methods:

- DPD courier (orders over 10kg)
- Zasilkovnia (orders up to 10kg)

There are also shipment size limitations. If it is exceeded, you will be contacted.

Choose the best option for you.

However, there is a rule if your order exceeds the value of 10kg. We have to send the package by DPD courier.

Due to Zasilkovnia's policy, we can send packages only up to 10kg.

DPD shipping fee depends on the weight of your order, so we will be able to tell you the correct shipping costs only after you place an order (and probably after items will be in stock). Please prepare that you might have to pay this shipping cost a little bit later than placing an actual order.

Please remember that for both shipping methods your full phone number is needed.

When emailing, please include your order number in the subject line

If you choose Zasilkovnia:

✓ PERSONAL DATA [edit](#)

✓ ADDRESSES [edit](#)

3 DELIVERY METHOD

 **Gnom Zasilkovna** Delivery time: 3-4 working days PLN 34.99 gross

[Select pickup location:](#)

Selected pickup location:

Pickup at the Gnom Store Reception Free!

Add to another order (in the comments, enter the order number) Free!

If you want to add a comment to your order, please write it below.

1 product

[show me the details](#) ▾

Products	PLN 106.90
Shipment	PLN 34.99

Total (gross) PLN 141.89

[Got a promo code?](#)

FURTHER

Map of pick-up points will show up



The screenshot shows the Zásilkovna website interface. At the top, there is a search bar labeled "Hledat výdejní místo" and a language selector set to "Čeština". Below the search bar is a list of pick-up points with their addresses and distances. The map shows the Czech Republic with numerous red pins indicating pick-up points. A detailed view of a specific location, Čepirožská 23, is shown below the map, including its address, services, and opening hours.

Address	Distance
Golčův Jeníkov, Jiráskova 183 Rybářské a chovatelské potřeby	2.52 Km
Žleby, Družstevní 471 ČS B.R.G. Žleby	6.53 Km
Třemošnice, 1. máje 66 Domácí potřeby	7.21 Km
Vrdy, Chrudimská 5 Boundless	10.82 Km
Čáslav, Jeníkovská 362/66, Trafika Trafika Irma Rajnová	11.08 Km
Čáslav, R. Těsnohlídka 1540 Mája	11.31 Km
Čáslav, Jana Roháče z Dubé 261 Growmaster	11.45 Km

Čepirožská 23
Autoservis Hrabák
Most 434 01

Otevírací doba:
Po–Pá 08:00–17:00
So 10:00–14:00

Méně zásilek, možnost rychlejšího výdeje.

Vybrat výdejní místo

Choose your pickup point and you're done! :)

If you would like to visit us then please choose in-store personal pickup.

4. Payment methods

1. Direct transfer to an account. We accept PLN and Euro. If you want to pay in Euro, please send us an email. We will convert the amount to be paid from PLN to Euro.
2. Electronic payment through the intermediary of Tpay.

You can pay directly on our website by placing an order or you will receive a gateway from us to pay for example by credit card.

Payment details for Euro:

Gnom - Artur Szymala

30 2490 0005 0000 4600 4789 3539

IBAN - PL

SWIFT - ALBPPLPW

Payment details for PLN:

GNOM - Artur Szymała

67 1140 2004 0000 3602 5246 0278

IBAN - PL

SWIFT - BREXPLPWMBK

We process cash on delivery orders only for Zasilkovnia.

However, there is a condition. If you order for the first time, you must pay in advance. Every next order we can send cash on delivery.

DPD courier does not provide cash on delivery for foreign shipping - payment in advance is needed.

That's all you need to get started :)

Best regards

Gnom Team

FAQ

1. If there is a problem with the delivery via „Zasilkovnie", or will not be active?

When placing an order please add to your cart item Zasilkovnia delivery, you can find it here:

<https://gnom-sklep.pl/akcesoria/zasilkovnia-delivery-15394.html>

When your cart is full and ready, choose a personal pick up in Gnom and write a comment with all the details for your shipping:
- for zasilkovnia it's your full name, e-mail, phone number and a pick up point address (preferably with number of this pickup point)

for example:

BALA Potraviny

Raisova 741

357 09

Habartov

number: 8307

2. In any other problem you find please contact us via email.