



A&A Medical Studies Agency LTD

Shipping & Delivery Information

Welcome to Soma Medical Store, your trusted partner in healthcare solutions. Based in Europe, we take pride in providing efficient shipping and delivery services for all our valued customers.

Dispatch and Customs:

At Soma Medical Store, we understand the importance of swift order processing. Therefore, all orders are dispatched either on the same day or the next day.

Delivery Times:

While we strive to dispatch 99% of our orders on the same day, please note that delivery times are subject to factors beyond our control. External circumstances, such as holiday season delays, extreme weather conditions, strikes, customs processes, and deliveries to remote areas, may impact the exact delivery date. We appreciate your understanding in this regard.

Order Tracking and Working Hours:

Track your shipment easily by visiting [My Account > My Orders](#).

Our dedicated team operates from Monday to Friday, 09:00 to 17:00 (GMT+2).

Orders placed before 13:00 GMT+2 are usually dispatched on the same day, contingent upon daily order volumes.

Global Shipping:

Soma Medical Store proudly serves customers worldwide. For express shipping, expect delivery within 1 to 2 days in Europe and 3 to 8 days for the rest of the world. Please note that National Holidays, strikes, adverse weather conditions, pandemics, and customs clearances may affect shipping times.



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Product Availability and Out-of-Stock Items:

All our products are dispatched from the European Union (EU zone). In the event of an item being out of stock, we promptly inform you about the estimated delivery time.

Deliveries Outside Eurozone:

For customers residing outside Europe, please be aware that taxes may apply to imported goods. Import duties, taxes, and charges are not included in the item price or postage cost. Kindly check with your country's customs office to determine any additional costs before making a purchase.

Shipping Methods and Costs:

At Soma Medical Store, we exclusively use reputable courier services such as TNT, Fedex, UPS, and DHL. Shipping costs range from 16 - 24 euros for express shipping. For non-EU countries, please note that fees or taxes incurred during the import procedure are not included in the shipping price.