

Procedure and conditions for hand picking singing bowls in our warehouse

- **Entering the warehouse:** at your own risk.
- **Access:** Only enter the aisles where the singing bowls are located and the path to the computer for payment.
- **Safety shoes:** Bring your own safety shoes or use the safety overshoes available in the reception area. Wear closed, flat shoes (no slippers, sandals, or high heels). If you are unable to wear safety shoes for medical reasons, please inform us at least 5 working days in advance so we can take appropriate precautions.
- **Children:** Children under the age of 16 are not allowed in the warehouse. They can wait in the entrance hall where Wi-Fi is available.
- **Refreshments:** You can have coffee or tea in the canteen; this is not allowed in the warehouse.
- **Purchases:** Upon entering our warehouse, you will be assigned a cart. Place the singing bowls you wish to purchase on the cart. After selecting, go with this cart to the computer where an employee will prepare the invoice.
- **Returning items:** Place the singing bowls you do not purchase in the designated crates. Place paper packaging in the trash bin.
- **Emergencies:** Follow the instructions of a first aid officer in case of an emergency.
- **Stock:** Check the availability of the desired singing bowls before your visit to avoid disappointment.
- **Minimum purchase:** Purchases must be at least €100 (excluding VAT) per customer. Payment can be made in cash or by card (maestro), not by credit card. Cash payments up to €5000, no €200 and €500 notes.
- **Other products:** Order other products online in advance, at least two working days before your visit. Indicate in the comment field at checkout that you want to pick these up during the selection of the singing bowls.
- **Shipping costs:** Due to technical reasons, shipping costs may appear on the invoice; these will be compensated with a voucher for your next order.
- **Non-EU customers:** For purchases by non-EU customers, we are required to provide documentation proving that the goods have been exported outside the EU. Non-EU customers agree to provide us with this documentation.



Lastly: We are a wholesaler and not a specialty store. Our staff does not have specific knowledge about the operation of singing bowls. Detailed product information is available on our website.