
SHIPPING POLICY

This Shipping Policy provides practical information regarding the shipment and delivery of orders from the MS AESTHETICS online store.

For complete contractual terms, the applicable General Terms and Conditions of MS AESTHETICS also apply.

This Shipping Policy primarily applies to Goods for which Marek Sviridov – MS AESTHETICS is the Seller. The specific regime applicable to NDG Crystal Bikini Design products is set out in Article 7 of this Shipping Policy.

1. WHERE ORDERS ARE SHIPPED FROM

MS AESTHETICS orders are shipped from the Czech Republic.

We deliver:

- within the Czech Republic,
- to European Union countries for which a shipping method is available during checkout,
- to selected countries outside the European Union.

Currently available destinations and shipping options are displayed during checkout.

If the requested country is not shown among the available shipping destinations, you may contact us at:

msaestheticscz@gmail.com

Individual shipping to a country that is not normally offered through the online store is not guaranteed and depends in particular on the availability of a suitable carrier.

2. CARRIERS

Depending on the destination country and the specific order, delivery may be provided in particular through:

- Packeta / Zásilkovna and its international partners,
- GLS,
- DPD,
- PPL / DHL eCommerce,
- DHL Express,
- or another carrier available during checkout.

Not all carriers are available in every country.

The specific shipping options available for a particular order are displayed during checkout.

MS AESTHETICS is not required to offer a particular carrier or delivery method to every destination.

3. SHIPPING COSTS

Shipping costs depend in particular on:

- destination country,
- selected carrier,
- delivery method,
- weight and, where applicable, dimensions of the shipment,
- order value.

The exact shipping cost is displayed before the order is submitted as binding.

Where shipping is arranged individually, the shipping cost may be communicated to the customer separately before the relevant delivery method is confirmed.

Shipping costs may therefore differ between individual countries.

4. FREE SHIPPING

Free shipping conditions may vary depending on the destination country.

Free shipping available within the Czech Republic does not automatically apply to international orders.

The current free shipping threshold, where available for a particular country, is displayed in the online store or during checkout.

Free shipping may not be available for some international destinations.

5. ORDER PROCESSING

Orders are generally prepared for dispatch as soon as reasonably possible after:

- receipt of the order,
- receipt of any required payment,
- confirmation of product availability.

Order processing time is separate from the carrier's transit time.

Customers are generally notified by e-mail when the order has been dispatched.

Where a specific product is subject to a preorder, individually confirmed dispatch date or another special regime, the information stated for that product or individually confirmed to the customer applies.

6. DELIVERY TIME

Estimated delivery time depends in particular on:

- destination,
- selected carrier,
- the carrier's current workload,
- weekends and public holidays,
- any applicable customs clearance.

Standard in-stock Goods will be delivered without undue delay.

Unless another delivery period has been agreed, Goods will be delivered to the Consumer within the period required by applicable law.

Delivery times stated in the online store are estimates unless a guaranteed delivery date has been expressly agreed for a specific order.

Carrier transit time begins only once the shipment has been handed over to the carrier.

7. NDG CRYSTAL BIKINI DESIGN

Products of the NDG Crystal Bikini Design brand may be offered through the MS AESTHETICS website under several different arrangements.

7.1 CUSTOM-MADE BIKINI

Custom-Made Bikini production is carried out directly by:

Natalia Díaz González / NDG Crystal Bikini Design

Company ID: 21717796

Poděbradova 623

563 01 Lanškroun

Czech Republic

E-mail: natandiandg@gmail.com

The Custom Bikini Request may be technically hosted on the MS AESTHETICS website; however, the contractual relationship for a specific Custom-Made order is concluded between the customer and Natalia / NDG.

MS AESTHETICS is not the seller or manufacturer of such an order solely because the NDG form or presentation is hosted on the MS AESTHETICS website.

Shipping for a specific Custom-Made order is therefore arranged directly between the customer and NDG in accordance with the Custom Bikini Agreement and the individually confirmed terms of the order.

Completed bikinis may be:

- handed over in person,
- shipped using a carrier,
- handed over by another individually agreed method.

Any shipping costs are communicated to the customer before dispatch.

The remaining balance of the order must be paid before dispatch unless otherwise individually agreed. The separate NDG agreement expressly governs this arrangement.

The standard estimated production time for a Custom-Made Bikini is approximately 4–6 weeks from final confirmation of all required information and receipt of the first payment. During periods of increased demand or for exceptionally complex orders, the estimated production time may be approximately up to 8 weeks, provided that this has been communicated to or individually agreed with the customer.

Production time is separate from the subsequent carrier transit time.

7.2 READY TO SELL

Finished NDG bikinis offered through the MS AESTHETICS online store as Ready to Sell may be sold directly through MS AESTHETICS.

Where MS AESTHETICS is identified as the seller for a specific sale, this Shipping Policy applies to the shipment of that order in the same way as to other Goods sold by MS AESTHETICS.

In such a case, MS AESTHETICS is the customer's contractual party, processes the payment and issues the relevant sales document.

7.3 RENT / NDG BIKINI RENTAL

Selected NDG bikinis may also be offered for rental through MS AESTHETICS.

The specific arrangements regarding:

- handover of the bikini,
- shipment to the customer,
- return of the bikini,
- payment of shipping costs

are governed by the applicable NDG Competition Bikini Rental Agreement and the individually confirmed rental terms.

For rentals arranged through MS AESTHETICS, MS AESTHETICS is the lessor. Natalia may handle the practical aspects of the rental as an authorised representative of MS AESTHETICS.

8. DELIVERY WITHIN THE EUROPEAN UNION

Orders shipped from the Czech Republic to another Member State of the European Union are generally not subject to import customs clearance solely because they cross an internal EU border.

At checkout, the customer pays:

- the price of the Goods,
- the price of the selected shipping method,
- any other amounts expressly shown before completion of the order.

The tax treatment of the specific sale is governed by applicable law.

9. ORDERS OUTSIDE THE EUROPEAN UNION

Orders shipped outside the European Union may be subject to:

- import customs duties,
- local VAT / GST,
- customs clearance,
- carrier customs clearance fees,
- other import charges applicable in the destination country.

Import charges are normally paid by the recipient

Unless expressly stated otherwise during checkout, import customs duties, import taxes and customs-related charges are not included in the price of the Goods or in the shipping price charged by MS AESTHETICS and are payable by the recipient of the shipment.

This delivery arrangement may be referred to as **DAP – Delivered At Place**.

MS AESTHETICS does not determine the amount of such charges. They may vary depending on:

- country of import,
- shipment value,
- type of Goods,
- local laws and regulations.

We recommend that customers check any applicable import obligations in their country before placing an order.

10. DDP AND SHIPPING WITH PREPAID IMPORT CHARGES

For selected countries or shipping services, MS AESTHETICS may offer delivery where some or all import charges are paid in advance.

If an order is shipped under **DDP – Delivered Duty Paid** or another arrangement involving prepaid import charges, this will be expressly stated before the order is completed.

If no such information is provided, any applicable import charges are payable by the recipient.

11. CUSTOMS CLEARANCE

For orders outside the European Union, customer cooperation may be required for customs clearance.

The carrier or customs authority may request, for example:

- confirmation of the recipient's identity,
- contact details,
- information required for import,
- payment of import charges.

The customer is required to provide reasonable cooperation necessary for delivery of the shipment.

MS AESTHETICS cannot control the time required for customs clearance or the amount of charges imposed by the destination country.

12. SHIPMENT TRACKING

Where the selected carrier provides tracking, the customer will receive a tracking number or tracking link.

Tracking may become active only after the shipment has first been scanned into the carrier's system.

For international shipments, final delivery in the destination country may be performed by a local partner of the original carrier.

13. INCORRECT DELIVERY ADDRESS

The customer is responsible for the accuracy of the information provided in the order.

Before completing the order, we recommend checking in particular:

- recipient name,
- street and building number,
- city,
- postal code,
- country,
- telephone number,
- e-mail address.

If the customer discovers an error in the delivery address before dispatch, they should contact us as soon as possible at:

msaestheticscz@gmail.com

Once the shipment has been handed over to the carrier, it may no longer be possible to change the address.

If a shipment is returned due to incorrect information provided by the customer, the actual costs of return or reshipment may be charged to the customer to the extent permitted by applicable law.

For Custom-Made Bikini orders, the customer should contact NDG directly at:

natandiandg@gmail.com

14. UNCOLLECTED OR REFUSED SHIPMENTS

Simply failing to accept or collect a shipment does not in itself constitute withdrawal from the purchase contract.

If the customer:

- fails to collect the shipment,
- refuses delivery without a justified reason,
- refuses to pay applicable import charges,
- fails to provide required cooperation during customs clearance,

and the shipment is returned to MS AESTHETICS, the customer may, to the extent permitted by applicable law, be charged the actual and reasonably incurred costs associated with return shipping, storage or any subsequent reshipment.

15. DAMAGED SHIPMENT

For Goods sold by MS AESTHETICS, the Seller bears the risk during delivery to the Consumer until the Goods are received by the Consumer or by a third party designated by the Consumer, unless applicable law provides otherwise in a particular case.

If the customer receives a visibly damaged shipment, we recommend:

- checking the condition of the packaging,
- documenting the damage with photographs where possible,
- notifying the carrier,
- contacting MS AESTHETICS.

This recommendation does not limit the customer's statutory rights.

For Custom-Made Bikini orders where Natalia / NDG is the seller, the customer should contact NDG directly.

16. LOST OR SIGNIFICANTLY DELAYED SHIPMENT

If the tracking for an order shipped by MS AESTHETICS has not updated for an extended period or the shipment significantly exceeds the estimated delivery time, please contact us at:

msaestheticscz@gmail.com

We will investigate the situation with the relevant carrier.

The customer is not required to resolve a lost shipment sold and shipped by MS AESTHETICS directly with the carrier instead of the Seller.

For Custom-Made Bikini orders shipped by Natalia / NDG, the appropriate contact is:

natandiandg@gmail.com

17. RETURNS OF GOODS SOLD BY MS AESTHETICS

The conditions for withdrawal from the contract and complaints are set out in detail in the General Terms and Conditions of MS AESTHETICS.

For a standard withdrawal from an online purchase contract, the Consumer bears the direct cost of returning the Goods unless applicable law provides otherwise.

For a justified complaint concerning defective Goods, the Consumer is entitled to reimbursement of reasonably incurred costs to the extent provided by applicable law.

For international returns, we recommend contacting:

msaestheticscz@gmail.com

before sending the Goods back so that a suitable return method can be agreed.

Do not send returned Goods cash on delivery without prior agreement.

18. CUSTOM-MADE NDG BIKINI – RETURNS AND COMPLAINTS

Custom-Made Bikini products are not sold to the customer through MS AESTHETICS.

Any issues concerning:

- cancellation of the order,
- returns,
- complaints,
- repairs,
- further alterations,
- shipping costs associated with resolving a specific case

are handled directly between the customer and Natalia Díaz González / NDG Crystal Bikini Design in accordance with the Custom Bikini Agreement and applicable law.

Because Custom-Made Bikini products are individually manufactured according to the customer's specifications and tailored to their personal needs, the statutory exception to the standard 14-day right of withdrawal from a distance contract may apply.

This does not affect the customer's statutory rights in the event of a defect for which NDG is responsible.

The contact for Custom-Made Bikini matters is:

Natalia Díaz González / NDG Crystal Bikini Design

E-mail: natandiandg@gmail.com

19. CONTACT

For questions relating to the shipment of orders sold or rented through MS AESTHETICS, please contact:

MS AESTHETICS

Marek Sviridov

E-mail: msaestheticscz@gmail.com

Registered address:

K Hvězdárně 1686/34

500 08 Hradec Králové

Czech Republic

For Custom-Made Bikini NDG matters, please contact directly:

NDG Crystal Bikini Design

Natalia Díaz González

E-mail: natandiandg@gmail.com

This Shipping Policy is effective as of 24 August 2026.