

## **MADEIRA & CANARY ISLANDS FAQ**

**Q: What are the shipping prices to Madeira and Canary islands?**

The shipping price to the Canary Islands is 14,9 EUR for regular orders and 19,9 EUR for EQ Starter Kits. The shipping price to Madeira is 24,9 EUR for ALL order types.

**Q: How can one register with an address on Madeira or the Canary Islands?**

Customers and Business Partners may register on Canary Islands using the Spanish web shop and on Madeira using the Global/English one. One has to choose Madeira or Canary Islands as country when registering.

**Q: What EQ Business Kits are available for Madeira and the Canary Islands?**

Only the EQ Starter Kit is available to purchase for these locations.

**Q: How many items can one order to these locations?**

Due to shipping weight and cost limitations for these islands the cart is limited to **1 item**. One can order more items, but the shipping fee will be added for each product and it will be send as a separate order.

**Q: Is the 3FF Program available for these locations?**

YES, the 3FF Program works identically as on other EQ markets.

**Q: What products are available for Madeira and the Canary Islands?**

All products except the EQ Essential are available.

**Q: Are Pre-Paid available for these locations?**

YES, but except the Essential and PAO Gold Pre-Paid (due to shipping cost/weight limitations).

**Q: Are Value Packs available for Madeira and the Canary Islands?**

YES, all Value Packs are available for these locations.

**Q: Which courier delivers to these locations and what is the delivery time?**

UPS delivers to both Madeira and the Canary Islands. The delivery time is 1-2 working days for Madeira and 2-3 for the Canary Islands.

**Q: Are there any extra costs involved?**

On the Canary Islands a local tax IGIC applies in case the order value (incl. delivery) exceeds 150 EUR. IGIC is paid upon delivery and does NOT apply to Madeira.