

Shipping and Return Policy

Shipping Time

Orders are processed within 5 business days (excluding weekends and holidays) after the payment has been received. You will receive a notification email when your order has shipped or is ready for pickup.

Send us an email for more information on delivery time for products on backorder.

Parcel or Freight

Orders will be shipped by either pallet or parcel depending on the product and/or order size. Certain products are only shipped by pallet. Adding such a product to your order will automatically mean a pallet shipping price will be calculated at checkout.

Parcel shipping prices are calculated per product as most products are very large and can not be combined into one parcel. Large orders of only parcel products may still be shipped on pallets for better shipping efficiency.

Find information on the shipping type (pallet, parcel or pick up only) under 'Additional Information' on each product page.

EU Shipping

We currently ship within the EU. If you want your products to be shipped elsewhere or to a place where the webshop does not offer to ship, please contact us so we can give you a shipping quote.

Local Pick Up

You can skip the shipping costs with free local pickup at our warehouse at Leemskuilen 15, 5563CL, Westerhoven, The Netherlands. ONLY WITH AN APPOINTMENT.

After placing your order and selecting local pickup at checkout, your order will be prepared and ready for pick up (if all products are in stock) within 5 business days.

Orders with back-ordered products can be picked up in batches. Contact us if you want to pick up your products in stock.

Shipping Status

When your order has shipped, you will receive an email notification from our shipping partner which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your Track and Trace within 5 days of receiving your order completion confirmation email, please contact us at info@elevatevans.com with your name and order number, and we will look into it for you.

Return Policy

Returns are accepted for 14 days after the customer received or picks up the package. The products must be in like-new condition and arrive back in like-new/saleable condition. If a mistake or manufacturing defect return is authorized Elevate Vans B.V. will cover the return shipping costs.

Returns are not accepted on products that have been drilled or modified. This would include items like Cargo Boxes that are drilled for mounting etc.

In the event, a return is authorized for reasons outside of manufacturing, packaging, insurance, and shipping costs will be the responsibility of the customer. All refunds will be processed once the product is received back at Elevate Vans B.V. in like-new condition and free from damage. Please email info@elevatevans.com for a return authorization before shipping.

Any modifications, damage, or holes drilled into a vehicle to mount or use a Elevate Vans B.V. product or third-party products are the sole responsibility of the owner. Elevate Vans B.V. will not refund, pay, repair, or make any sort of remedy for a vehicle that has been modified in the event of a return.