



CUSTOMER EXPERIENCE GUIDE



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BE AMONG THE SELECT PLAYERS WHO CAN CALL AN ADRENALINE LUXE IDOL THEIR OWN.

The Adrenaline Luxe TM40 was one of the most sought-after paintball markers in history, and with the release of the new Luxe™ IDOL, Adrenaline is outdoing themselves again.

To bring the new flagship marker to even more potential happy users, Adrenaline and DLX Europe have partnered to bring the Adrenaline Luxe IDOL to Europe, without the hassle of borders, customs or shipments in limbo.

VALID FOR THE FOLLOWING COUNTRIES

Austria	Estonia	Italy	Portugal
Belgium	Finland	Lavia	Romania
Bulgaria	France	Lithuania	Slovakia
Croatia	Germany (incl. F-stamp)	Luxembourg	Slovenia
Cyprus	Greece	Malta	Spain
Czech Republic	Hungary	Netherlands	Sweden
Denmark	Ireland	Poland	

ESTIMATED PROCESSING TIMEFRAME: 4 WEEKS



PEACE OF MIND

that your marker properly complies with all local regulations



100% LEGAL

with Tariff 93040000 of the Union Customs Code



HASSLE FREE

we handle all the red tape and processing paperwork for you



AVOID RISKS

of confiscation due to missing arms dealer licence or import permit



ANY QUESTIONS OR CONCERNS?
REACH OUT, WE'RE HERE FOR YOU.

WWW.DLXEUROPE.COM | WWW.ADRENALINE.SHOP
SALES@DLXEUROPE.COM | SALES@ADRENALINE.SHOP



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HOW TO GET YOUR ADRENALINE LUXE:

1

Place the order.

Secure your desired Adrenaline Luxe at <https://adrenaline.shop/>

IMPORTANT: Once your basket has a value of more than \$2000, the option to "Ship to DLX Europe" will appear. Please enter your own address as the billing address, and the DLX Europe address (below) as the shipping address.

Shipping Address:

DLX Europe
c/o Massive Entertainment GmbH
Robert-Bosch-Str. 3
65719 Hofheim - Wallau
Germany

A screenshot of a web form titled "Edit address" with a close button (X) in the top right corner. The form contains several input fields: "Country/Region" with a dropdown menu showing "Germany"; "First name" with placeholder text "Your Firstname"; "Last name" with placeholder text "Your Lastname"; "Company (optional)" with placeholder text "DLX Europe"; "Address" with placeholder text "Robert-Bosch-Str. 3" and a search icon; "Apartment, suite, etc. (optional)" with placeholder text "c/o Massive Entertainment GmbH"; "Postal code" with placeholder text "65719"; "City" with placeholder text "Hofheim - Wallau"; and "Phone (optional)" with placeholder text "+1 23" and a help icon (?). At the bottom right are "Cancel" and "Save" buttons.

2

DLX Europe will clear the marker through customs for you.

Your marker (and all other ordered items) will be shipped to DLX Europe, along with our regular supply shipments of DLX / Shocker / Freak products.

3

DLX Europe will issue you an invoice.

This will be for:

- ★ customs duty
- ★ flat fee for processing and handling
- ★ shipping to your final destination
- ★ VAT according to your EU status

DLX Europe is based in Germany, and supplies retail customers with their national VAT as well as resellers with intra-community supply of goods, given you can supply a valid VAT-ID.

All local requirements will be addressed, like "F-stamp" and reduced speed for Germany for example.

4

Receive your Adrenaline Luxe IDOL!

Once all fees are settled, your marker will be shipped together with a proper EU invoice. DLX Europe will be your first point of contact, if you encounter problems or have questions, our technicians will be there to assist and solve your problems.



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SAMPLE ORDER

E.G. You are interested in a "Adrenaline Luxe Idol – Supernova" for 2.366,95€

You will pay 2.366,95€ during checkout at <https://adrenaline.shop/>

- DLX Europe will issue an invoice for 540,74€ + 581,54€ VAT (example below)

a) 2.366,95€ (the price of your Adrenaline Luxe IDOL)

b) 75,74€ (3.2% customs duty on firearms, Tariff 9304 0000)

c) 450€ (processing and handling fee)

d) 15€ (UPS standard shipping, different options available)

subtotal: 2.907,69€

e) 581,54€ (20% VAT, France as example)

f) -2.366,95€ (deposit, what you paid during checkout at <https://adrenaline.shop/>)

EU INVOICE TOTAL: 540,74€ + 581,54€ VAT

For intra-community supply of goods with valid VAT-ID, the VAT will be 0%.

All values are for demonstration purposes. If you would like a specific quote, contact us at sales@dlxeurope.com.