

# General FAQ

A general FAQ regarding our company, our website, ordering, payment methods, shipment, import fees, support system, etc.

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# Basic ProTubeVR information

Basic information about ProTubeVR such as office location, hours, phone number, e-mail contacts, etc.

# Office information & Contact information

## Office information & hours:

- 98C Rue de l'Évêché, 13002 Marseille, France
- Phone: +334 65 95 04 59
- Open 9AM-5PM CET, Monday-Friday:  
<https://www.timeanddate.com/worldclock/france/marseille>
- ProTubeVR observes all French Public Holidays: <https://publicholidays.fr/2025-dates/>
- Orders fulfilled and e-mails checked during office hours only.
- Orders ship within 1-2 business days from time of placing order.
- Average response time for e-mails and support tickets is within 1 working day.

## E-mail addresses:

- Customer support: [support@protubevr.com](mailto:support@protubevr.com)
- Business & marketing (including Content Creators, E-sports, Affiliates etc.):  
[business@protubevr.com](mailto:business@protubevr.com)
- Defense & armed professionals: [defense@protubevr.com](mailto:defense@protubevr.com)
- Other contact: [contact@protubevr.com](mailto:contact@protubevr.com)

Note: the time it takes to ship orders and respond to e-mails and support tickets increases during the holiday season.

# Orders

# Placing Orders

- **Where are your products shipped from?** France is the origin country for all orders. ProtubeVR ships worldwide! All European customers are charged VAT at the standard rates determined by their delivery country and paid at checkout. Any imports etc. are paid by the customer.
- **PSA: It is recommended to create an account before placing an order or during the checkout process.** This will save you time filling out information for ordering, or let you easily check important information regarding your order after it is placed such as status of your order, directly contact us for any issues or adjustments that need to be made, after sales issues, etc. To register an account go through [here](#).
- **Where else can I buy your products from?** We have some [retailers](#) in the EU and NA. Please be aware that any products purchased from our retailers are pre packaged, and therefore do not offer the amount of options or selections that buying directly from us does.
- **Any plans to sell on places like Amazon, Etsy, Aliexpress, etc.?** We have experimented selling products on Amazon in the past. In short, we are better equipped to focus on selling directly on our website, and through our retailers. The same is true for other websites. We will always be able to offer the best experience when buying directly from us.

# Import Fees

## Import Fees:

- **Do I need to pay Import duties on my order?** If your government charges import duties on incoming shipments from France you will need to pay the fee for the shipment to be cleared to enter your country. Example countries that charge this are **Canada** and **United Kingdom** (since Brexit). More information on the bottom of this [page](#)
- **I'm in country X how much is my Import fee?** Hard to say exactly, you can always look it up. We do not provide a list of countries or the fee amounts. Our products are described as "VR Gaming Accessory". These things are subject to change and depend on the total amount of your order. Here are some values as reported by customers with the sources linked for reference:
  - For UK: Around £40-45 for MagTube (source: our discord server channel #?general-vr?)
  - For Canada: Around \$30 for MagTube (source: ?our discord server channel #general-vr?), around \$75 for ForceTube gunstock. (source: our discord server channel #?customer-support?)
- To directly see the sources, please join our [discord](#) and head to the #faq-read-this-first-2025 channel.
- **Isn't it misleading to not make import fees more visible?**

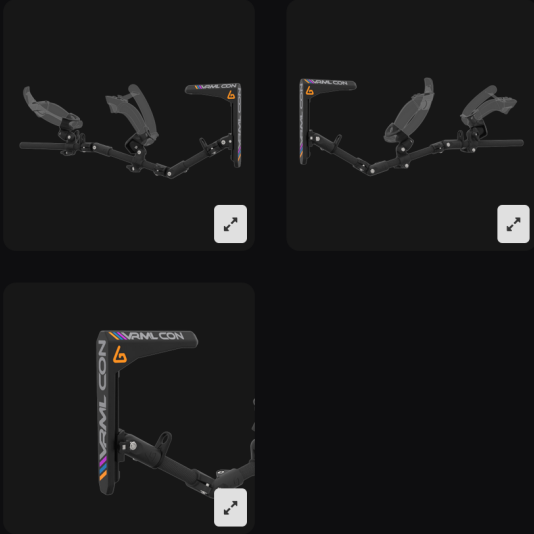
We follow the universally set standard for how visible this information is, and you will find such information similarly visible on pretty much any other international retail website.

**Please note: at type of typing, March 28 2025 USA does not need to pay any import fees!**

## On Our website where is this information?

- On the website (found at the bottom of every webpage, in the header drop down for Support, etc.): <https://www.protubevr.com/en/content/1-shipping-and-duties>
- On every product page in the expanded information drop downs
- On check out when selecting a shipping method we have a link for seeing more information regarding shipping and duties (refer to attached images)
- Again on check out, you must agree to terms of sales before ordering. (refer to attached images) The terms of sales are this page: <https://www.protubevr.com/en/content/3-terms-of-sales>
- In the extensive Discord FAQ: #faq-read-this-first-2025?
- In the extensive Reddit FAQ:  
[https://www.reddit.com/r/ProTubeVR/comments/1hqz5bf/faq\\_read\\_this\\_first\\_2025\\_edition/](https://www.reddit.com/r/ProTubeVR/comments/1hqz5bf/faq_read_this_first_2025_edition/)

- Images referencing and circling such locations can be found below:





To check the standard edition of the MagTube for Valve Index, [click here](#).


1 € 210.00 Excl. tax [ADD TO CART](#)









1 x MagTube x VRML VR gunstock for Valve Index: € 210.00

**Sub total:** € 210.00

-  **Bipod**  
€ 39.00 € 31.20
-  **Controller mount bracket**  
€ 19.00 € 15.20

**PRODUCT VIDEOS :**



-  Pay in 3 or 4 installments without fees
-  Free shipping over 100€ / \$105 USD
-  3 to 5 days Express delivery
-  Worldwide shipping
-  30 days return
-  Friendly support on website and Discord
-  A huge community for playmates and tips
-  2 years warranty

**— Where do you deliver?**

ProTubeVR ships worldwide!

France is the origin country for all orders. You might be liable for Customs fees and VAT, depending on your country.

Generally, US orders do not exceed the threshold for import charges, but customers in Canada and the UK may be subject to these taxes.

Some shipping methods do not allow delivery to certain addresses, such as military bases. For APO/FPO and PO boxes, please select Eco delivery or choose another address. [Contact us if needed.](#)

[← Continue shopping](#)

## Checkout

### 1 Personal Information ✓

[edit](#)

### 2 Addresses ✓

[edit](#)

### 3 Shipping Method

Shipping and duties information [HERE](#)



DHL Express 5D

3-5 days

Free

For APO/FPO addresses, Military bases and PO boxes, please select another address or select Eco delivery.

If you would like to add a comment about your order, please write it in the field below.

Continue

### 4 Payment

1 item

[show details](#)

Subtotal  
Shipping

€ 210.00  
Free

**Total (tax excl.)**

**€ 210.00**

Included taxes:

€ 0.00



Promo code

Add

### FAQ

Currency and payment methods





## Shipping Method edit



DHL Express 5D 3-5 days

Free

## 1 item in your cart edit



MagTube x VRML VR  
gunstock for Valve Index

€ 210.00

x1

€ 210.00

Subtotal

€ 210.00

Shipping

Free

**TOTAL (TAX INCL.)**

**€ 210.00**

Included taxes: € 0.00

- ☐ Pay online (with Stripe)
- ☐ Pay by Card - 100% secure payments
- ☒ Pay with a PayPal account
- ☐ Pay by bank wire

☒ I agree to the [terms of service](#) and will adhere to them unconditionally.

Pay with **PayPal**

# Discounts

- **How do I save money on my purchase?** We offer a one time use 10% discount code for signing up to the newsletter at the bottom of any webpage, or through a pop up prompt you may encounter while browsing the site. Upon signing up, the discount code will be e-mailed to you. This process is not immediate, and typically takes 5 minutes, but it could take up to an hour. Make sure to check your spam folder, and/or add [protubevr@mailing.protubevr.com](mailto:protubevr@mailing.protubevr.com) to your contacts. If you do not receive the code after 24h, contact [support](#). Sometimes the automated system can be a bit wonky.
- **It says e-mail already registered?** Use a different e-mail address, or contact [support](#). Reminder it only works once per customer. If you've used it before it won't work again.
- **Can I stack the discount?** The discounts do not stack. If we have an active sale, the promo code will not stack.
- **When is the next sale?** Sign up to our newsletter, follow us on social media, or keep an eye on ?announcements to learn of the next sale when it happens. **We do not typically announce sales in advance. Instead, you can look through our sales over the years to gain an understanding of when our next sales may be. (i.e. Black Friday/Holiday season, etc.)**

# Payment Methods

- **What currencies and payment methods do you accept?** We currently accept and display EUR, USD, and GBP currencies. All prices are determined in EUR. USD and GBP prices will fluctuate slightly based on their conversion rates into EUR. Regardless of payment method selected, currencies are converted automatically at checkout so it does not matter where you live. To choose the currency you want to use you can change between them at any time at the top of any webpage. For payment methods we accept Stripe, Visa, MasterCard, PayPal, AMEX, Revolute, Bank Wire Transfer, with some restrictions based on currency selected. When paying in USD or GBP, we only accept cards, revolute, or bank wire transfer. So, if you want to pay with another method, you must select EUR as the currency and the currency will be automatically converted at check out. You can use your card with EUR selected as well.
- **Why won't my payment go through/I'm having an issue with payment?** Here are the typical reasons a payment won't work and how to fix it. First, make sure the currency you chose accepts your payment method by referring to the bullet point above. Second, make sure any adblocker in your browser is disabled for our website as it can sometimes interfere with the checkout process. Some customers have also had issues specifically with their phones blocking the transactions, so if using a phone, try a different device. Third, if using a card, contact your card provider customer support to make sure the payment isn't being blocked. A lot of card providers block international payments by default to help protect against fraud. Particularly if you are within the USA. In such instances you will need to request the payment be allowed to go through or choose a different payment method. Lastly, if for whatever reason you still can't get an order to go through, contact us through [customer support](#) and we'll look into it.
- **I placed an order using stripe, but it shows a payment error?** To successfully pay using stripe, once redirected from our website to stripe, you must complete the transaction without returning to our website. Returning to our website after being redirected to stripe, but before completing the steps on stripe, will result in creating an order, but it will have a payment error which can be seen on your account order status page and sent to you via e-mail notification. You will need to go through the checkout process again to correctly place the order.



# Shipping Checkout

- **Why can't I select my address/postal code on checkout?** Some address types or postal codes are not in the system, or do not accept certain shipping methods (such as military bases). For APO/FPO addresses, military bases, and PO boxes, please select Eco delivery or choose another address. If you experience any issues filling out your address please go through [support](#) so they can help you with your order.
- **VERY IMPORTANT!** The system cannot prevent you from selecting specific shipping methods when you have one of the address types mentioned above. It is your responsibility to be aware of which shipping methods can deliver to your address. If you are confused don't hesitate to confirm with us and we can ensure your order uses an appropriate shipping method.
- **Why are your Haptic Devices (ForceTube, ProVolver) DHL Express only?** Due to safety regulations, lipo batteries (which are used in our Haptic Devices) can only be shipped via Express shipping. **Any address that cannot receive DHL Express (such as APO/FPO, military bases, and PO boxes) cannot be sent haptic devices.** In such an instance, consider finding an alternative address to ship to. Perhaps you have a friend nearby or something.

# Shipping Times

- **How long until my order ships?** Within 2 workdays typically once payment has been processed. Wire transfers and direct deposits take longer to process than other payment methods. Check your orders under your account on the website for more details. Refer to **Order Statuses** section for explanation on Payment Statuses. Any active delays (such as pre orders and back orders) are stated on the product pages.
- **How long does shipping currently take?** DHL Express: 3-5 days worldwide, ECO (Deutschpost): 15-20 days worldwide + potential 10-12 days in customs. For more detailed info on shipping that is up-to-date, refer [here](#).
- **How do I track my order?** Through your account on our website you can see the status of your order as well as tracking information once it has shipped. We also send an e-mail notification of shipment which includes a tracking number to the e-mail address you used when ordering. If you do not see this e-mail check your spam folder. In very rare instances the automation does not provide a customer with this information. At such times go through [support](#) and we will provide you with the tracking information.
- **I have a pre order/back order and regular item in my cart, when will they ship?** We ship an order when all items in the order are available. In this case, the order would ship when the pre order or back order is available. It is recommended to have any pre orders or back orders be in their own order, and to place a separate order for any immediately available items. We do not split orders so as to avoid any further complication with transportation cost and order tracking.
- **My order has yet to ship and I need to change the delivery address?** Go through [support](#) and we will change it before shipping.
- **My order has shipped and I need to change the delivery address mid transit?** This is a bit harder to do. Some shipping methods, like DHL Express, do allow for this. You contact DHL and see if they can change the address. If you have trouble contacting DHL, go through [support](#) and we will see how we can help.

# Order Statuses

## Order Statuses

### Payment Process:

- **Awaiting (any payment):** Payment is being processed, can take a few days depending on payment method
- **Awaiting bank wire payment:** Payment needs to be made by customer via bank wire. The order will be processed only after payment is received. Information for the bank wire is in the email sent by us.

### Classic Order Progression:

- 
1. **Payment accepted:** Payment went through, order was created.
  2. **In production:** Order was acknowledged and is being reviewed for production.
    -
  3. **Processing in progress:** Order is being prepared, should ship within the day.
    -
  4. **Processing shipment:** Shipping label was created, order is awaiting for pick-up.
    -
  5. **Shipped:** Order was picked up and delivery has started; follow tracking information.

### Special Statuses:

- **Canceled:** Order was canceled.
- **Return accepted:** Order was returned and refund/voucher was processed.
- **Support pending:** Support ticket ongoing, or order needs clarification (information needed from customer); order is on hold and will not depart the workshop until customer

service returns it to “in production” status. **Contact us through support if you have this status.**

- **Customized order:** Replacement order created manually by support agent.
- **Planned order:** Pre-order status.

# How to Make a Return

## How to Make a Return:

- This [webpage](#) covers all information regarding returns. **You have 30 days after receipt of the package to request a refund.** You do so through [support](#).
- **I want to buy a product for HMD X, but plan on upgrading soon to HMD Y, can I send it back to swap out products when HMD Y arrives?** We do not offer any sort of trade in, or swap out service. We do have a standard warranty and refund policy, but it cannot be used to facilitate such requests. All of our products are very easily upgradeable, to use with any HMD. You buy our product, such as the MagTube, only once, and you can use it forever. Then, if you upgrade to or have multiple HMDs, you can buy controller mounts to use them with your product. Just select the appropriate mount (typically you want a pair of magnetic) for your respective HMD upgrade on [this](#) product page. **Please be aware that some ProStrap models can be used again on new controller mounts after buying a new top or bottom attachment piece from [here](#).** Again, pay attention, read everything, and ensure you are buying for the right HMD etc.



# Support

# Support Customer Service

- **How do I contact you about an issue or a question?** To contact us directly, go through [this](#) support page on the website. When using the form where you submit your order number, support ticket responses will be sent to the e-mail address attached to your order or your account.
- **Is the Support system automated?** No. Humans manually read every support ticket and manually respond to each one. We pay attention to your requests and do our best to fulfill them when responding. This includes things such as requesting we respond to a different e-mail address, etc.
- **How long does it take to receive a response?** Typically 1 work day. We respond to tickets in the order they were made. I.e. if we receive x amount on Saturday, we go through all of those before answering ones sent on Sunday. If you sent your ticket over the weekend, there is a chance we may not get to it until Tuesday depending on the volume of tickets created before yours. As always, make sure to check your spam folder, sometimes our response goes there.
- **Why can't you just help me through the discord with my issue?** While we can help with more basic things on the discord server, anything that requires pulling order info, such as to file a warranty claim to replace a broken part, an issue with shipping taking a while, or more complex haptic device troubleshooting needs to go through our website's support system. Through this system we can directly access any necessary information. We can't do this through discord. For this reason, we will direct customers to support on the website. Additionally, @Jon (Bounty\_V) who primarily runs and maintains the discord, is located in a different country and does not have access to our internal system, or various information. Support through the website will always have the best and most accurate answers. If you are directed to go through support, it is likely because we cannot help you further in the discord. ☐☐
- **I don't have the order number, which form do I use about an issue with my product?** "I have a general question (product, website, etc...)" Is the form you would use. With this form, you submit your e-mail address you want to be contacted through, and can attach files like the other forms. Refer to image below.
- **I received a reply to my support ticket, how do I respond?** Please respond directly to the e-mail you received for all further communications regarding your support ticket. Going through the form again just creates a brand new ticket, entirely separate of your existing one. This will increase the time it takes for us to resolve your issue.
- **I sent a support ticket a few days ago or longer and haven't received a response?** Read carefully through the support webpage. All information regarding expected time to response, and our office hours etc. are displayed. Make sure to check your spam folder in case the response is there. If you did not yet receive a response, submit another ticket through the support form. Consider going through the general form

(located below the one you would've used previously, on the same webpage) and manually submitting your e-mail address in the form with all other relevant information. If you have another e-mail address consider using that one, in case for whatever reason your address isn't receiving the responses we send.



### I placed an order and would like to make a request :

☐ I have not yet received my order

Order reference\* :

Ref exemple : PBBKGPBVP

Send

#### Where can I find my order reference?

- In the order confirmation email, or the invoice link to this email.
- It is also available in your customer account, in the order history (requires being connected) : [My orders](#)

\*Mandatory fields

☐ I have already received my order

### Need advice?

Join our amazing community.



### Tutorials and user manuals

Download the PDFs and watch our videos.

SEE TUTORIALS

☐ I have a general question (product, website etc...)

Please provide as much information as possible so that I can help you more precisely.

Your mail\* :

email@email.com

Object of the message\* :

Example:

Message\* :

Content

Picture:

CHOOSE FILE

Send

\*Mandatory fields