

Shipping Policy

INTERNATIONAL SHIPPING:

We do not have control over customs and are therefore not able to be responsible for delays that may occur. Tracking information will be made available to you as soon as it is made available to us.

APPROXIMATE SHIPPING TIMES (does not include weekends/public holidays):

a) USA ~ 7 to 16 business days (tracking system available)

b) Rest of the world ~ 7 to 21 business days (tracking system available varies)

Delayed delivery - in very rare instances, packages may take longer than the stated expected time frame. Unfortunately, we are unable to control shipping times and any unexpected delays that may occur en-route and we seek your understanding and patience should this occur. In such cases, we will ship out a new package if there are no tracking updates for more than 30-60 business days.

This may especially be true during the busier holiday seasons at the year's end (November to December months), during promotions or other instances.

PROCESSING TIME VS SHIPPING TIME

Please note that processing time (4-6 business days) is different from shipping time and should be added to the total delivery time. Orders generally take 4-6 business days to be fully processed (checked, packed, forwarded to logistics and sent forth to the post office).

After your order has been processed, our shipping company for dispatch will then pick up your package. An email with your online tracking information will be available on our website.

Processing Time - in very rare instances, may take longer than the stated expected time frame. During busy time like holidays, promotions or other instances processing time might take longer. We do our best to deliver as fast as possible and seek your understanding and patience during such events.

CANCELLING AN ORDER

Once an order is placed, we will not be able to cancel it after 30 minutes as your order might have already been processed.

Please do drop us an email at **(Your stores email)** as soon as possible if you'd like to cancel an order that you have just made.

UNCLAIMED ORDERS

We are not responsible for any packages returned to us as refused, unclaimed, deliverable, or because of incorrect or insufficient address.

If you notice an incorrect or insufficient address when receiving the confirmation email, email us back as soon as possible at **(Your stores email)** as a reply to your order confirmation email with the updated details.

Once we process the order we are not able to change the address and we are not to be held responsible for incorrect or insufficient address.

REFUND POLICY

We typically do not offer refunds on products as we state the shipping time for each product, as well as the product description in each product page and it is up to the customer to read this information and ultimately be the person who purchases. But, if you feel as if your product is damaged, you are able to send us clear evidence through photos of your product, packaging, as well as your customer information so our team can dispute this issue depending on the resolution.

CUSTOM / DUTY FEES

Customs fees are the responsibility of the customer. Please check with your local customs agency regarding fees. Also, kindly note that in rare occasions; customs agents may delay delivery of some packages.

SEPARATE PACKAGES

In some instances, an order may be split into different packages for any of the following reasons:

- Certain items may be on back order
- Weight restrictions for regular shipping imposed by the post office
- Different designers/warehouse location (we work from multiple warehouses to bring you the best selections at affordable prices)

Holiday Season

Due to high volume in sales during the months of October, November and December, we ask that you remain patient. Our customers are important to us and WE strive to make you happy. With that said shipping times may take longer than expected, but we guarantee that your goods will come and you will remain a loyal customer. Thank you.