

# adorn U

PERSONALISED MAKEUP BRUSHES

## Delivery

### HOW WILL MY ORDER BE PACKAGED?

We realise that presentation is an important part of the gift-giving experience and can assure you that your order will be packaged with the utmost care to ensure its safe arrival. We carefully package each order in one of our adorn U luxury white gift boxes complete with a black lined insert to hold your brushes in place during transit along with a care card to keep your brushes looking their best. Every box is then delivered to you in a secure black bubble envelope to ensure it's delivery is in perfect condition.

### WHEN WILL I GET MY PACKAGE?

**UK Shipping** – Normal delivery time is determined from the date the order is shipped. Most orders ship within 5-7 working days. However, processing time varies depending on personalisation and peak periods and does not include weekends or holidays. Peak periods such as Christmas, Mother's Day and Valentine's items may take from 10-14 working days before they are despatched, shipping times will be confirmed during the order process.

**International Shipping** – We are glad to offer International shipping to our customers at an additional flat rate\* charge. International shipments (outside of the UK) are shipped using Royal Mail International delivery service or other courier, which assumes 7-14 business days from date shipped. Please see above for processing time.

\*The flat rate charges are for shipping costs only and do not cover import liabilities that may be applied by the government of the destination country. adorn U does not accept any responsibility for customs delays, duties or taxes that may apply in the destination country. Under no circumstance will adorn U accept any orders back due to a rejection of customs charges. Orders cannot be returned to sender. For further information, we recommend you contact your local customs office.

### WHO PAYS FOR INTERNATIONAL IMPORT DUTIES AND TAXES?

Orders shipped internationally may be subject to import duties and taxes upon receipt in destination country. The customer is responsible for any customs charges that may be applied to the shipment. Unfortunately, adorn U has no control over these charges and is not responsible for any actions taken by customs or delivery services.

## **WILL I RECEIVE AN ORDER CONFIRMATION?**

You will receive confirmation from us by email as soon as your order is received which will include order details and shipping information.

## **HOW DO I TRACK MY ORDER?**

If you would like to track your item once it has been shipped please [contact us](#) for the tracking information. Please note that adorn U will not be responsible for delivery delays due to unforeseen circumstances beyond our control, such as delays due to severe weather, natural disasters or strikes.

## **WHAT IF I NEED THEM SOONER?**

Send us a message via the [contact us](#) page or you can email us direct [enquiries@adornu.co.uk](mailto:enquiries@adornu.co.uk) and we will do our best to meet your needs.

## **WHERE DO YOU DELIVER?**

We deliver throughout the United Kingdom and internationally.

## **CAN MY ORDER BE PICKED UP?**

Unfortunately we do not offer a collection service at this time and all orders will be posted via Royal Mail.

## **HOW LONG SHOULD I LEAVE IT BEFORE CONTACTING YOU ABOUT A MISSING ORDER?**

We aim to ship your products within 3-5 working days of the order being received. We will always endeavour to ensure that your products are delivered on time. However, sometimes there may be delays which adorn U cannot be held responsible for such events.

### **For your information:**

adorn U will not classify an item as 'Lost' until it has been missing for:

- 15 working days in the UK.
- 30 working days for delivery to Europe.
- 35 working days for the rest of the world.

Please adhere to these timings before emailing us.