

BELLA DIA

寶 萊 緹

SHIPPING , RETURN & EXCHANGE POLICY

YOUR ORDERS WILL BE PROCESSED WITHIN 1 TO 3 DAYS.

PLEASE MAKE SURE THAT THERE IS ALWAYS SOMEONE AVAILABLE TO RECEIVE THE PACKAGES AS OUR CARRIER SERVICES ARE UNABLE TO LEAVE PACKAGES UNATTENDED.

IF THERE IS NO ONE AVAILABLE TO RECEIVE THE PACKAGE, IT WILL BE RETURNED TO BELLA DIA JEWELRY. PLEASE NOTE THAT WE DO NOT DELIVER TO P.O. BOXES. ONCE THE SHIPMENT IS DISPATCHED, YOU WILL RECEIVE AN EMAIL (AND/OR SMS) CONTAINING THE TRACKING DETAILS OF THE SHIPMENT.

AN ORDER FOR MULTIPLE ITEMS, WE WILL SHIP THEM TOGETHER ONCE THE FINAL ITEM IS READY.

ENJOY FREE SHIPPING ON ORDERS OVER 1800 HKD, DELIVERED WITHIN 9-14 WORKING DAYS. LOCAL SHIPPING IN HONG KONG COSTS 20 HKD, AND STANDARD INTERNATIONAL SHIPPING COSTS 250 HKD.

ALL EXCHANGE RATES ARE BASED ON PAYPAL'S CONVERSION RATE AND ARE SUBJECT TO CHANGE.

DELIVERY DESTINATION

	COURIER	SHIPPING COST	DELIVERY TIME
HONG KONG	LOCAL COURIER	REQUIRED	WITHIN 2 WORKING DAYS
USA, CANADA AND UK	PRIVATE COURIER	REQUIRED	10 TO 14 WORKING DAYS
ASIA	PRIVATE COURIER	REQUIRED	10 TO 14 WORKING DAYS
REST OF THE WORLD	PRIVATE COURIER	REQUIRED	10 TO 14 WORKING DAYS

BELLA DIA

寶 萊 緹

ASIA

ASIAN COUNTRIES: CHINA, JAPAN, SOUTH KOREA, MONGOLIA, TAIWAN, MACAU, CAMBODIA, BRUNEI, EAST TIMOR, INDONESIA, LAOS, MALAYSIA, PHILIPPINES, SINGAPORE, THAILAND, AND VIETNAM.

EXPRESS SHIPPING

EXPRESS SHIPPING IS ALSO AVAILABLE ON REQUEST.

IF YOU NEED TO RECEIVE SOME ITEMS URGENTLY, YOU CAN REQUEST MULTIPLE SHIPMENTS. SIMPLY CONTACT OUR TEAM AT SALES@BELLADIAJEWELRY.COM AND WE WILL GLADLY ARRANGE THIS FOR YOU.

LOCATION	COURIER	SHIPPING COST	DELIVERY TIME
ASIA	UPS (OR OTHER COURIER SERVICES)	HK\$400	3 TO 7 BUSINESS DAYS
UNITED STATES, CANADA & UK	UPS (OR OTHER COURIER SERVICES)	HK\$400	5 TO 10 BUSINESS DAYS
REST OF THE WORLD	UPS (OR OTHER COURIER SERVICES)	HK\$400	5 TO 14 BUSINESS DAYS

TAX AND DUTIES

PLEASE NOTE THAT THE SHIPPING CHARGES DO NOT INCLUDE IMPORT DUTIES TAX. THE CUSTOMS TAX OR IMPORT DUTIES DEPEND ON THE IMPORTATION REGULATIONS OF YOUR COUNTRY. BELLA DIA JEWELRY CANNOT BE HELD RESPONSIBLE FOR ANY IMPORT DUTIES OR CUSTOMS TAX ON INTERNATIONAL SHIPMENTS. CUSTOMS POLICIES VARY FROM COUNTRY TO COUNTRY, AND IT'S IMPOSSIBLE TO PREDICT WHAT THEY WILL BE. FOR MORE INFORMATION, PLEASE CONTACT YOUR LOCAL CUSTOMS OFFICE. THE FOLLOWING TABLE PROVIDES AN ESTIMATE OF DUTIES AND TAXES FOR CERTAIN COUNTRIES.

BELLA DIA

寶 萊 緹

RETURN & EXCHANGE POLICIES

AT OUR COMPANY, YOUR SATISFACTION IS OUR TOP PRIORITY. IF FOR ANY REASON YOU ARE NOT HAPPY WITH ANY OF OUR PRODUCTS, WE ARE COMMITTED TO DOING OUR BEST TO PROVIDE YOU WITH AN EXCHANGE FOR AN ITEM YOU PREFER. YOU MAY EXCHANGE OR RETURN ANY PRODUCT THAT YOU HAVE ORDERED FROM US (UNLESS OTHERWISE STATED ON THE PRODUCT PAGE), IF ANY OF THE FOLLOWING CONDITIONS ARE MET:

- YOU ARE UNSATISFIED WITH THE QUALITY OF THE JEWELLERY YOU RECEIVED.
- YOU CHOSE THE WRONG SIZE AND WOULD LIKE TO EXCHANGE IT FOR AN IDENTICAL PRODUCT.
- THE PRODUCT YOU RECEIVED IS NOT WHAT YOU EXPECTED AND WE HAVE AN ALTERNATIVE PRODUCT THAT YOU WOULD PREFER.

PLEASE NOTE THAT ALL ITEMS ON SALE ARE FINAL AND CANNOT BE REFUNDED. WE ACCEPT RETURNS ONLY WITHIN 7 DAYS OF RECEIVING BELLA DIA PURCHASED ITEMS, AND WE DO NOT ACCEPT RETURNS OF INDIVIDUAL EARRING PIECES.

IF YOU WISH TO RETURN AN ITEM, PLEASE ENSURE THAT IT IS RETURNED TO US IN ITS ORIGINAL CONDITION, AND BE AWARE THAT YOU ARE RESPONSIBLE FOR THE COST OF SHIPPING AND INSURANCE.

WE STRONGLY RECOMMEND PURCHASING SHIPPING INSURANCE, AS IT WILL PROTECT YOU AGAINST LOSS, THEFT, OR DAMAGE OF YOUR SHIPMENT DURING TRANSIT WITH A COURIER. THE SHIPMENT INSURANCE TYPICALLY COSTS 0.3% OF THE RETAIL VALUE. PLEASE NOTE THAT IT IS YOUR RESPONSIBILITY TO ENSURE THAT THE RETURNED ITEMS ARE DELIVERED TO US, AND BELLA DIA JEWELRY WILL NOT BE HELD LIABLE FOR ANY LOSS OR DAMAGE TO THE ITEMS DURING RETURN SHIPPING.

TO INITIATE A RETURN, PLEASE SEND US AN EMAIL AT SALES@BELLADIAJEWELRY.COM

THE RETURNED ITEM MUST BE SHIPPED BACK TO US WITHIN 21 DAYS OF DELIVERY.

OUR ADDRESS

ORDER #
BELLA DIA JEWELRY
ROOM 08 , 11/F ,
LT TOWER,
31 CHONG YIP STREET,
KWUN TONG,
KOWLOON
TELEPHONE: +852 2111 9677

IF YOU NEED FURTHER ASSISTANCE,
PLEASE DON'T HESITATE TO CONTACT
US. YOU CAN SEND US AN EMAIL AT
SALES@BELLADIAJEWELRY.COM AND
WE'LL GET BACK TO YOU WITHIN 24-48
BUSINESS HOURS.