

Postage & Packaging Policy

Statement

The purpose of this policy is to outline details about timescales for which customers will receive their items for domestic orders.

Definition

This gives customers a guide about shipping orders placed online. It includes details on shipping costs and methods, delivery times.

1. Shipment processing times.

All orders are processed within 2-3 working days. Orders are not shipped or delivered on weekends or holidays.

2. Shipping cost.

Is dependent on size and weight of item are included in the cost of the item.

3. Shipping method.

All items are sent second class via Royal Mail.

4. Handling time.

Items will be received within 7 working days.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact You via email or telephone.

5. Restrictions.

UK – Domestic only.

6. Cancelling an order.

If you wish to cancel an order, please do so within 24 hours. As it cannot be cancelled after this time.

7. Returns & Refunds.

If you change your mind about your item purchased, we will offer a refund, please return the item that you purchased within **30 days**. Your item must not be used or damaged and in the condition that they were purchased, if it is not, we will not process a refund. After your order is cancelled, you will receive a refund. This may take a up to 7 days to process. It will be paid back to the same credit or debit card used to purchase order. The cost of the return is at the customer's expense.

Please return to:

Octavia
Retail Department
Emily House
202-208 Kensal Road
London
W10 5BN