



ONLINE SHOPPING - FREQUENTLY ASKED QUESTIONS

Here you'll find answers to some of the questions we are asked most frequently. Please contact our customer service with any further questions you have. {How can I pay for my order?} We currently accept Visa, MasterCard and American Express. We also accept payment via PayPal. {How long will it take for me to get my order?} For standard shipping, you should receive it within 4-5 business days. {How can I check the status of my order?} We will notify you via email when your order is on the way. You can also track your delivery by clicking here. {Can I cancel my order?} Yes, but only within 30 minutes of placing it. You can, however, return any unwanted items to us for a refund once you receive them. {How can I change my order?} Unfortunately, once you've placed your order, we are unable to accept any changes. This means we cannot alter your payment details or the quantity, size or colour of the item you've ordered. {How much time do I have if I decide to return an item?} Unwanted items can be sent back to us in the original packaging within 35 days of purchase. {My order is damaged - what can I do?} We are sorry to hear that your order did not arrive in perfect condition. Please contact our customer service team, who will be happy to help with your replacement order or refund. {Why did I only receive part of my order?} While we do our best to ship all orders in one package, there are times when orders will ship from different locations. Please allow a little extra time for the next parcel to arrive.