

Delivery & Returns

Description

Delivery & Returns

SHIPPING

Duty Tax

INTERNATIONAL CUSTOMERS: Please be aware that your country may have additional VAT, Import, and Customs fees. I have no control over these fees and don't have info on how fees work in different countries.

Handling Time

As soon as the payment is processed, your order will be delivered to the post office in 4 to 6 weeks. The waiting list at the moment is 4 weeks (and growing). Everything is handmade to order so this time can vary.

Shipment

Your order will be shipped via Post Aruba, and afterwards will be handled by your local carrier.

Shipping and handling costs:

- Everything will be sent via parcel post. For parcel post the standard amount including handling costs is \$10, including

Tracking

As soon as I have shipped your order, I will provide you with the tracking information as soon as possible. Aruba Post tracking website is <https://www.postaruba.com/>

Shipping Time

Shipping time is about 7 to 21 working days under normal transportation conditions.

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DELIVERY

When you place an order (in advance) you can choose to have it delivered (when you are here).

Please keep in mind that there is a waiting list. Please contact me to see what the possibilities are.

- Delivery costs: \$5, including

LOCAL PICK UP

On (most) Wednesdays I am the Local Arts & Crafts Market at the Tamarijn Aruba All Inclusive 6 to 8.30pm. This is the only day/time I am available for local pick up. Any other date/time will fall under Delivery•.

Please keep in mind that there is a waiting list. Please contact me to see what the possibilities are.

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RETURNS

All orders are handmade to order. This means that I make your order after you have placed it and paid for it. Generally, I do not take returns.

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, or wrong size so that we can evaluate the issue and make it right.

I have a 15-day return policy, which means you have 15 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. If the item is broken I will require a picture of the broken item or the incorrect item.

To start a return, you can contact us at info@simplyringz.com. If your return is accepted, I'll send you instructions on how and where to ship your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at info@simplyringz.com

Exceptions / non-returnable items

Unfortunately, we cannot accept returns on sale items or gift cards.

Exchanges (if you get your ring size wrong)

Here at Simply Ringz I make all of my rings to specification using the ring size and width that you provide; however, I understand that sizing your finger is difficult and that not everyone will always get it right.

My rings cannot generally be resized but if for any reason the information you provide is inaccurate then out of loyalty to you as a customer you can exchange your ring for a new one and pay only 50% of the original cost of your order. The return costs will always be for the customer.

Refunds

We will notify you once weâ??ve received and inspected your return, and let you know if the refund was approved or not. If approved, youâ??ll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

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