

Shipping NL/EU

All orders will take approximately 3 – 5 working days (excluding weekends and public holidays) to be delivered. However there are slight delays during the festive season, sale periods, and other holidays in the Netherlands. All local and international deliveries come with tracking details.

We work with PostNL for all local deliveries. When your item gets dispatched, you'll receive a notification from us, together with your tracking details. In the event of a failed delivery, PostNL will notify the recipient via mail that a delivery was attempted. The order will then be scheduled for redelivery, or placed in the nearest pick up point for self collection.

Unfortunately, we will not be held responsible for items that have already been mailed out by normal mail. In the event you encounter lost items, please contact us and we will do our best to assist you.

International Shipping

We also offer international shipping! However, please keep in mind that there will be international shipping costs incurred. Upon selecting your country by checkout the international shipping charges will be calculated automatically by the weight of package/delivery destination. If your country isn't listed, you can send us an email and we will have it sorted out.

International packages are shipped via PostNL and DHL and typically arrive within 1-2 weeks, depending on your location.

Important Note: International packages may be subject to customs, duties or other fees that are calculated by country. The customer is responsible for paying the customs duties and fees.

For more information on international shipping, please feel free to contact us.

Returns

All of our products are carefully inspected before they are shipped. We want you to be delighted with your purchase, but if you are not, you can return the product within 14 days of purchase. Provided the products are returned complete, unused and with their original packaging. Please note that the buyer is responsible for shipping cost on all return items.

We also will replace or refund products damaged during shipment if photographic proof of damage is submitted to us within 7 days of delivery.

The refund will go onto the original payment method used when you made your purchase.

