

## SHIPPING & RETURNS

IRIS DESIREE CLAESSENS ships your products safely and quickly via DHL Parcel or PostNL. We ensure free delivery with insurance of your order.

We pack your products in a suitable box and ensure that the shipping box is filled if needed so that the products cannot move loose with the possible risk of damage. Despite our precaution to protect the products properly, careless handling of the courier can still damage the box or products. Never accept a damaged box! In case of damage or errors, please contact us directly at: [info@irisdesireeclaessens.com](mailto:info@irisdesireeclaessens.com).

Keep in mind that your order is completely handmade and specially costumed for you. This allows the delivery time to reach a maximum of 14 days.

After placing your order IRIS DESIREE CLAESSENS will contact you per e-mail to inform you about the exact delivery time of your order.

If you need your order for a special occasion, please let us know by using the field "notes about your order" during check-out to inform us of the date you wish to receive your order. We will do our very best to get your order ready on time.

Import fees may be applicable on International orders. These costs are for the customer.

You have the right to cancel your order up to 14 days after receipt without giving any reason. After cancellation you have another 14 days to return your product. You will then be credited the full order amount including shipping. Only the costs for returning from your home to IRIS DESIREE CLAESSENS are for your own account.

All returns must be notified in advance by sending an email to [info@irisdesireeclaessens.com](mailto:info@irisdesireeclaessens.com).

Please include the following information in your email:

- First and last name
- E-mail address
- telephone number
- Order number / invoice number
- Product(s) in question
- The number of products
- The reason for your return

All returns and exchanges are free; however, please note that the return costs are not covered by IRIS DESIREE CLAESSENS.

All items must be returned new, unused and in original IRIS DESIREE CLAESSENS packaging.

Returns that do not meet our policy may not be accepted and will be sent back to the customer.

Make sure you obtain proof of postage for your return package;

Once we receive your returned item(s), these are processed within 10 working days.

IRIS DESIREE CLAESSENS uses the same payment method that the consumer has used for reimbursement, unless the consumer agrees to a different method. The entire refund is free of charge for the consumer and we will refund the order amount due within 14 days after registration of your return if the product has already been returned in good order.

If your product is **damaged or incorrect** please contact me and I will advise you further on how to return this item.