

## 209 Mare Shipping and Returns Policy

### Shipping

We can ship worldwide (even to your private island), and use a variety of shipping partners to ship orders. Shipping rates vary depending on shipping region and shipping times selected.

Approximate standard shipping times are as follows:

Delivery within EU: 2-5 working days  
Delivery to North America: 5-7 working days  
Delivery to South America: 7-10 working days  
Delivery to Asia: 7-10 working days  
Worldwide delivery: 7-10 working days

We also offer express shipping for a surcharge. Express shipping times are as follows:

Delivery within EU: 1-3 working days  
Delivery to the North America: 2-5 working days  
Delivery to South America: 3-5 working days  
Delivery to Asia: 3-5 working days  
Worldwide delivery: 3-5 working days

In Monaco we offer **free 2-hour in-person deliveries** after placing orders.

Shortly after placing your order you will receive an email with the tracking number for your order.

Please note that these are approximate shipping times and cannot be guaranteed due to disruptions to shipping caused by weather or other reasons. In rare circumstances a remote surcharge may apply.

If you require custom delivery, or have any questions, please feel free to email us at [Orders@209Mare.com](mailto:Orders@209Mare.com).

### Duties

Orders to countries outside the EU may be subject to import taxes and/or duties, which are applied when your package reaches your country. Your order is shipped on a DDU (delivery duty unpaid) basis. We are unable to estimate the amount of duties and taxes your package will incur as these charges are imposed directly by your local customs. Payment of these is necessary to release your order from customs, and are the responsibility of the customer to pay. For more information, please contact your local customs office.

## **Returns**

209 Mare offers exchanges or store credit on orders within 14 days of delivery, depending on the nature of each claim. Claims to return or exchange product(s) from an order will be handled on a case-by-case basis by 209 Mare and no guarantees for the return or exchange of any product(s) from an order made by a Customer can be guaranteed by 209 Mare, with the exception of a customer receiving a defective product. In general, 209 Mare will accept claims for a return or exchange of product(s) from an order if a customer has received a defective product(s), if a customer has received a product but would like to exchange the product(s), or if a customer would like to return the product(s) for a refund.

If a product is defective, 209 Mare will be happy to exchange the product or provide a store credit worth the value of the product at the time it was ordered. However, the customer must report immediately the reason for which the claim is being made. In the case that a product is defective, the customer must provide photographic evidence of the defective product prior to shipping it to 209 Mare. If any additional defects beyond those reported by the Customer are found on the product or packaging upon receipt by 209 Mare, then the return & exchange claim may be voided and no action may be taken by 209 Mare. If the customer wishes to receive the defective product in return they will be responsible for any shipping costs.

In order to process a return or exchange your item for another one, please email us at [Returns@209Mare.com](mailto>Returns@209Mare.com). Only once a returns & exchanges claim has been approved by 209 Mare may a customer ship the items to 209 Mare. Any product(s) from any order that have been shipped to 209 Mare without prior approval of a returns & exchange claim by 209 Mare will be shipped back to the customer at the customer's expense.

In the event that you are not completely satisfied with your order we will be happy to offer you an exchange of your product or a store credit that is valid for a period of 364 days from the date of issue. The store credit will be for the value of the product at the time of purchase minus any shipping costs that have been paid. In order to exchange or return a non-defective item(s), it/they must be in a new and unworn condition with no marks and all packaging, labeling, and tags intact. This store credit is transferrable, and if the Customer chooses to transfer it to another entity, the Customer must notify 209 Mare within 2 days of the transfer of the store credit, otherwise the store credit becomes invalid. We cannot accept any used items and any such items will be returned to the customer at the customer's expense. We are unable to offer a refund on any bespoke items as these have been made to your specification.

Items that have been returned for an exchange or a store credit will only be exchanged (or a store credit provided) when returned within 14 days of the order having been delivered to the customer. Returns received after the 14-day time frame will only be accepted at the discretion of 209 Mare. All correctly returned items will only be credited to the account from which the original purchase was made, unless any delivery or import duties have been incurred in delivery. 209 Mare will pay for the standard shipping costs to ship return product(s) to

customers within the United States, Canada, and Western Europe, in the instance that a customer has chosen to receive a replacement product. For Customers in all other global regions besides those listed, customers will be required to pay the same subsidized shipping rates that are charged for online orders in order to ship them the correct replacement product(s).

Please email us at [Returns@209Mare.com](mailto>Returns@209Mare.com) with any issues regarding returns and we will get back to you immediately.

For the full returns and exchanges policy, please visit our General Sales Conditions here: <https://209mare.com/terms-conditions/>

*Latest Update: May 10, 2018*