

## SHIPPING POLICY

We currently ship to Europe, UK, Canada, Australia, Hong Kong, Japan and Singapore. Unfortunately, we're unable to ship to countries with government trade restrictions or sanctions, but we pretty much ship anywhere around the world.

The shipment of ready to ship items takes 2-4 business days on average since they're already in our warehouse, while the shipment of made to order items that are produced after placing the order takes on average 12-14 business days. Please note that personalized products with your initials will take one day more to be delivered.

Discover all shipping fees below.

COUNTRY	DELIVERY TIME (business days)		SHIPPING FEES		FREE SHIPPING (only standard)
	EXPRESS	STANDARD	EXPRESS	STANDARD	
Italy	1-3	4-6	9,90€	5,90€	Over 250€
Rest of EU	2-4	5-7	15,90€	9,90€	Over 250€
UK	2-4	6-9	29,80€	18,30€	-
Switzerland	2-4	5-7	25,90€	14,90€	-
Norway	2-5	6-9	25,90€	19,90€	-
US & Canada	2-5		9,90€		-
Australia	10-12		45,00€		-
Hong Kong	2-5		40,00€		-
Singapore, Japan	2-5		40,00€		-
Other destinations	10-12		49,00€		-

### TRACK MY ORDER

As soon as your package leaves our warehouse, you'll receive a shipping confirmation email with the parcel's tracking number that you can open to discover the shipment status.

Please note that the courier takes up to 1-2 business days to register your shipment status.

If your tracking number isn't working, please reach out to us at [hello@artknit-studios.com](mailto:hello@artknit-studios.com)

## CUSTOMS AND IMPORT DUTIES FOR ORDERS OUTSIDE EU

You may incur customs duties when ordering outside of EU and, currently, we offer pre-paid duties (11% import duties + 20% VAT + 12 GBP administration fee) at checkout only for the UK.

Here's a handy list of our most popular shipping destinations and the corresponding duties and taxes imports:

- USA: no duties for orders below US\$ 800, for orders above US\$ 800 duties + 27% import taxes
- Norway: duties + 25% VAT for orders of items with unit value above 3000 NOK
- Australia: 5% duties + 10% VAT (on both the value of the goods and the cost of transportation)
- Hong Kong: no duties
- Singapore: 7% VAT (on both the value of the goods and the cost of transportation)
- Switzerland: 22 Fr. advanced fee + 8% duties + 8% VAT

## SHIPPING TIME

For all items, you can see the estimated delivery date directly on the product page. In particular:

For ready to ship products, since they're already in our warehouse, processing takes 1 to 2 business days and, when the parcel leaves our warehouse, you'll get a notification email with the tracking number. The estimated delivery date depends on the shipping method chosen at checkout. On average, ready to ship items take 2-4 business days to be received. Please note that personalized products with your initials will take one day more to be delivered.

For made-to order products, production takes up to 10 days since they are manufactured after you complete the order, and you're going to receive a notification email with the tracking number as soon as the parcel leaves the workshop. In addition to production times, you should add the expected delivery times that depend on the shipping method chosen at checkout. On average, made to order items take 12-14 business days to be received.

### CHANGE THE SHIPPING ADDRESS

If your order hasn't been processed yet, email us at [hello@artknit-studios.com](mailto:hello@artknit-studios.com) with the address you'd like to receive it. Please note that after receiving the shipping confirmation email, it won't be possible to update it.

### CHANGE COUNTRY OF SHIPPING AND CURRENCY

To change the country and currency, just select the desired ones in the footer that you can find at the bottom of our website.