

## Shipping policy

Alison Engels offers worldwide shipping from Antwerp, Belgium. The shipping cost will be calculated at check out depending on the weight of the item(s) you buy, destination and service.

Non-tracked shipments usually take a long time to be delivered and in some cases get lost during transit. We are not responsible for lost items when they are delivered via tracking but not found by recipient. Make sure to have a secure shipping address as items will be sent without a signature requirement.

Shipping is always free of charge for orders over 350 euro delivered within the European Union.

We are not responsible for the possible charges of Duties and Taxes for orders outside of EU.

### WHEN WILL MY ORDER BE DELIVERED?

Your order will be shipped within 3 working days.

Please note, for some antique or vintage items shipping may come directly from India. This will be mentioned on the website in the product specification. All other items are shipped from Belgium.

Please consult the status of the shipment through the tracking number that you received via email. If you still have questions, do not hesitate to contact us.

### HOW CAN I TRACK MY ORDER?

As soon as your order has been picked up by the courier, you will receive a shipping update by email containing a tracking number you can use to follow the status of your order.

### HOW CAN I RETURN MY ONLINE ORDER?

If you are not completely satisfied with your online order, we offer you the possibility to get a refund for the jewels or objects you wish to return.

You have **15 calendar days** to return your purchase from date of delivery. Please note that the customer carries all the shipping costs of the return. Alison Engels strongly recommends to return your purchase using a shipping service with tracking option as you are responsible for the parcel until it reaches us. After delivery, you have the right to open the parcel and check your purchase. However, goods must be returned unused, in their original packaging. If the return doesn't match with these terms, we will not exchange or refund your purchase. If we receive the goods in perfect condition, we will refund its full value (*shipping cost not included*). Please note that Alison Engels will refund your purchase within 30 days.

Please note, there are **NO RETURNS ACCEPTED** for the **ANTIQUE / VINTAGE** jewelry and objects.

The sizes or measurements, conditions, quality and materials of each item are described as detailed as possible to ensure it is fully represented. Please shop with careful notice of the photographed products and keep in mind when buying used items that some items may have slight imperfections due to the nature of vintage and antiques. The jewelry has a high value due to its old age and rarity.

After delivery, you have the right to open the parcel and check your purchase. However, goods must be returned unused, in their original packaging. If the return does not match these terms, we will not be able to exchange or refund your purchase.

**What to do?**

1. Pack the jewelry safely
2. send an email to [engelsalison@hotmail.com](mailto:engelsalison@hotmail.com), mentioning the reason for your return.
3. Add a copy of the order to the parcel
4. Return the parcel to: ALISON ENGELS, Lankem 13, 2200 Noorderwijk, BELGIUM

For any questions with regards to returning your order, please contact us.