

FOXA BRAND – Shipping Policy

Thank you for shopping with **FOXA BRAND**.

Every piece we create carries our passion for individuality, confidence, and self-expression. We want your shopping experience to be as smooth and transparent as possible, so please take a few minutes to read our shipping policy carefully before placing your order.

1. Order Processing

- All orders are processed within **1–3 business days** (Monday–Friday, excluding public holidays).
- Once your order has been dispatched, you will receive an **email confirmation with your tracking number**.
- Please note that during high-demand periods, product launches, or promotions, processing times may take slightly longer.

Tip: Double-check your address before confirming your order — once shipped, we cannot modify delivery information.

2. Shipping Times

Delivery times vary depending on your country and local courier. Below are average estimates:

Region	Estimated Delivery Time
United Kingdom	2–5 business days

Europe	5–10 business days
United States & Canada	7–14 business days
Latin America (including Brazil)	10–20 business days
Rest of the World	10–25 business days

These are **estimated delivery times** provided by carriers. FOXA BRAND cannot guarantee delivery dates once a parcel is handed over to the shipping company.

3. Customs, Duties & Taxes

- International orders may be subject to **customs fees, import duties, or local taxes**, depending on your country's regulations.
- These additional charges are **not included in the product price or shipping cost** and are the responsibility of the customer.
- We have no control over customs delays or charges, and we cannot estimate these costs in advance.

If you refuse to pay import taxes or your parcel is rejected by customs, the package will be returned to us or destroyed by customs. In such cases, **no refund or replacement will be issued**.

4. Important Information for Orders to Brazil

Brazilian customs require every parcel to have the customer's **CPF (Cadastro de Pessoas Físicas)** number for delivery.

To avoid your order being returned by customs:

- You **must** enter your **CPF** number in the dedicated field at checkout.
- If your CPF is missing, customs will **not release the package**, and it will be sent back to us or destroyed.
- **FOXA BRAND is not responsible** for any returned or lost orders caused by missing or incorrect CPF details.
- If your order is returned due to this reason, **you will be responsible for reshipping costs** or forfeit the order value if reshipping is not possible.

Please double-check your CPF before completing your purchase.

5. Lost, Stolen, or Delayed Packages

Once an order is marked as “**Delivered**” by the carrier, FOXA BRAND cannot be held responsible for lost or stolen packages.

If your tracking shows “Delivered” but you did not receive the parcel:

1. Check with neighbours, your building reception, or local postal office.
2. Wait 24–48 hours in case of delayed scans.
3. If still missing, contact us at **support@foxabrand.com** — we’ll assist you in filing a claim with the courier.

Please note that while we’ll do our best to help, **FOXA BRAND is not liable for delivery errors or losses caused by incorrect addresses or carrier mistakes.**

6. Address Changes & Failed Deliveries

- Once an order has been shipped, we cannot make address changes.

- If a delivery attempt fails due to an incorrect or incomplete address, or the recipient being unavailable, the parcel may be returned to us.
- If returned, the customer will be responsible for **reshipping costs**.

7. Pre-orders and Limited Drops

Some FOXA BRAND pieces are released as **limited drops or pre-orders**.

In these cases, specific delivery dates will be stated on the product page. Orders that include pre-order items will be shipped together once all items are available.