

Andy Kashtan Jewellery Shipping Policy

All Andy Kashtan jewellery is made to order and, so it can take up to 2 working days for the item to be dispatched. You will receive an email with your tracking number once the parcel is actually sent.

It is important that the **delivery address** supplied by you is accurate. The parcel can not be redirected after sending. No delivery to P.O. Boxes or military bases is available.

All jewellery comes in an eco-friendly white paper **gift box** or brown **craft paper** tied with cotton string and stamped with the Andy Kashtan Jewellery logo. Then it is hand-wrapped into packaging paper and sealed in a plain unbranded **padded paper envelope** to protect your order in transit.

UK DELIVERY

FREE, quick, and secure UK shipping: We use Royal Mail Special Delivery Guaranteed by 1 pm service. Your order will be delivered before 1 pm on the day after it is dispatched (excluding weekends and bank holidays). Upon receipt, the parcel will **require a signature**, so please make sure there is someone present to receive it and provide a signature. If you missed Royal Mail delivery, please make sure the parcel is swiftly collected to prevent it from being returned to us at your cost.

INTERNATIONAL DELIVERY

FREE, fast, and secure WORLDWIDE shipping: We use the Royal Mail International Tracked & Signed service with a delivery time of 3-5 working days for Europe and 5-7 working days for other countries. The parcel will **require a signature** upon receipt, so please ensure there is someone present to receive it and provide a signature.

Please note that all parcels go through the **customs checks** in your (destination) country, which can take up to 1-2 weeks and lead to delays. **Customs fees** are not included in the prices on the site and have to be paid by the buyer upon receipt of the package. The amounts charged vary by country and are determined by the destination country's customs authorities. Please contact your local customs office to find out your next steps.

For EU delivery: parcels up to €150 are subject to import VAT and may incur a handling fee. Parcels over €150 attract VAT, customs duties, and a carrier customs clearance fee.

The above does not affect your statutory rights.

Please contact us at [andy.kashtan\[at\]gmail.com](mailto:andy.kashtan[at]gmail.com) for more information on shipping.