

## **Shipping Information**

We aim to dispatch all orders within 3-5 working days from the date of purchase.

Once your order is shipped, we use Royal Mail Tracked 48 for delivery.

UK Orders: Shipping is £4.95 for orders under £60. For orders over £60, shipping is free.

International Orders: Shipping is £9.95.

Royal Mail Tracked 48 aims to deliver within 2-4 working days within the UK, and 5-9 working days internationally. Once your order has been dispatched, you will receive a tracking link directly from Royal Mail to track the progress of your delivery.

## **Returns Policy**

We want you to be completely happy with your purchase. If for any reason you're not satisfied, we accept returns within 14 days from the date of delivery.

Please note the following conditions for returns:

Products must be returned unused, undamaged, and in their original condition and packaging.

All returns must be approved via email before sending the items back to us.

We are unable to accept returns if the item has been worn or damaged.

## **Refunds:**

Refunds will be issued for the returned item(s) only and do not include postage costs.

Refunds will be processed to your original payment method within 7 days of us receiving the returned item(s) at our workshop.

## **Return Postage**

Customers are responsible for the cost of return postage. We recommend using a tracked service to ensure the safe return of your item(s).

If you have any questions or need to request a return, please email us at [ak.aurorakrys@gmail.com](mailto:ak.aurorakrys@gmail.com). We're happy to help!