

SHIPPING AND DELIVERY

Shipping costs and terms vary based on:

- the weight/volume of the ordered Product;
- the place of delivery (indicated by the Customer at the time of order or pre-order);
- the type of delivery (chosen by the Customer at the time of the order or pre-order).

The total shipping costs and the indicative delivery date will be indicated before the conclusion of the order or the pre-order.

The total shipping costs in non-EU Countries may not include any customs duties or local taxes that are the sole responsibility of the customer. Customs duties, local taxes and, in general, customs clearance charges vary according to the Country of destination of the Product; therefore, before concluding the order or pre-order, it is advisable to contact the competent customs offices.

The delivery date is merely indicative and a delay does not entitle the customer to refuse delivery or to request compensation or indemnification.

We do not ship to PO boxes.

Currently, we sell and ship our Products only in certain States.

Shipments are made via FedEx and TNT.

Once the Product is delivered to the courier, you will receive an e-mail from our partner for shipments, indicating how to track the status of the shipment.

For more information about shipping and delivery, please refer to the General Conditions of Sale.

CUSTOMER CARE

For information on shipments and deliveries, please contact us by e-mail customerservice@uptoyouanthology.com.