



## SHIPPING INFORMATION

All online orders and purchases will be delivered by Royal Mail Signed for Services. Please note, all orders have a 48-hour processing period, meaning they will be dispatched a minimum of 48 hours after your order has been placed. The 'Estimated delivery date' will depend on the delivery option selected: 1st Class – 1-2 Working days from date of dispatch, 2nd Class – 3-5 working days from the date of dispatch. A confirmation email will be sent once your order has been dispatched.

ALL Eye for Detail orders require a signature as part of the postal service. You will need to sign for your parcel or alternatively, collect from your local post office. We do not offer unsigned for postal options.

Eye for Detail can provide you with a tracking number if the above time frame has passed. Please get in contact with us, using the details in the 'Contact Information' section of this website. The tracking number will only provide brief details of whether the parcel has been delivered or if Royal Mail have attempted delivery.

In the rare circumstance that Royal Mail lose your item or parcel, Eye for Detail can process a claim after 10 working days. Royal mail aim to deal with lost claims within 30 days at this time but may be subject to change. Please check the Royal Mail website for the latest information.

Eye for Detail is not responsible for any lost items in the post and cannot be held liable for any items that are undelivered. Any claims should be raised with Royal Mail.

Royal Mail will deliver your Eye for Detail order to your destined country. This parcel will then be taken over by your country's own courier service. Once the item has been passed over from Royal Mail, neither Eye for Detail or Royal Mail will be responsible for your order and you will need to raise a claim with your designated local courier service.

## RETURNS POLICY

At Eye for Detail, we care about customer satisfaction. We aim to make our quality control process a top priority. However, if you need to make a return, you're welcome to do this within 14 days of receiving your order. As we care about everyone's health and hygiene, the product(s) must be unused and in sealed packaging and resalable condition. The cost of returning the order will need to be covered by you as the customer.

Exceptions/ Non-Returnable items.

Certain types of items cannot be returned. This includes Limited-Edition packages, End of Line clearance items and E-Books. We also do not accept returns for used or opened items. Once you have opened an Eye for Detail product, it is yours to keep. Please get in touch using the 'Contact information' section of our website if you have questions or concerns about a specific item.

Unfortunately, we do not accept refunds for Sale items of Gift Cards under any circumstance.

How to make a return:

- Contact us with your order number and reason for return
- You will receive return instructions once your return has been accepted
- Ship your order back to us (Keep a receipt of postage)
- Your return will be handled within 7 working days of the date received back at Eye for Detail HQ.

We will process your refund back to the card or account used for payment.

