

## Shipping Policy

Each product is made specifically for our customers immediately after the order is placed, which is why delivery to the customer may take a little longer. Manufacturing products on demand rather than mass production helps reduce overproduction, so thank you for making thoughtful purchasing decisions!

### 1. When will I receive my order?

Typically, it takes 3–5 days to prepare an order before it's shipped. Delivery times vary based on location, but the estimated timelines are as follows:

- **Europe:** 3–8 business days
- **USA:** 3–8 business days
- **Australia:** 2–14 business days
- **Japan:** 4–8 business days
- **International:** 10–15 business days

### 2. How can I track my order?

The most reliable courier is always chosen to ensure the quickest delivery to your country.

Once your order is shipped, you'll receive an email with a tracking link. For any questions regarding your tracking or shipment, feel free to contact us at [info@veriperi.eu](mailto:info@veriperi.eu)

### 3. What if my order hasn't arrived yet?

If your order hasn't arrived within the expected timeframe, please take the following steps before reaching out to us:

1. Verify the shipping confirmation email for any errors in your delivery address.
2. Check with your local post office to see if they have your package.
3. If your shipping address is correct and your package isn't at the post, please contact us at [info@veriperi.eu](mailto:info@veriperi.eu) with your order number.
4. If there was a mistake in the delivery address, we can resend the order, but the shipping costs will be covered by the customer.

### 4. What should I do if I receive a damaged or incorrect product?

We sincerely apologize if your order arrives damaged or incorrect. To resolve this quickly, please email us at [info@veriperi.eu](mailto:info@veriperi.eu) within one week of receiving your order (**You have 7 days for to submit the request using Return Form**).

Please, include photos of the damaged item, your order number, and any additional details about your purchase in the **Retur form**.

**Please, find out more about returns in Return Policy.**

## **5. Custom charges**

On **International orders**, additional customs and tax fee can occur – these are not in our control and are assessed by your local customs office. Please, check with your local office directly to see if they apply taxes and duties to your purchases.