



Shipping Policy

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Last updated: 05.03.2020

Thank you for visiting and shopping at kora-swiss.com.

Please also read the Terms and Conditions Document for the <https://www.kora-swiss.com> website, operated by "Arts and Crafts The Asian Lifestyle Fröhlich" ("us", "we", "Company" or "our").

The following are the terms and conditions that constitute our Shipping Policy.

Shipment processing time

All orders are processed within 3 business days. Orders are not shipped or delivered on weekends or holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

Delivery

Please note that unless otherwise stated on the website, delivery estimates are just that. They are not guaranteed delivery times and should not be relied upon as such.

Shipping time: This refers to the time it takes for items to be shipped from our warehouse to the destination.

Customers are responsible for providing us with a complete and accurate shipping address. We are not able to make changes to your shipping address once a package leaves our warehouse, and we are not liable for packages that are lost due to incomplete or inaccurate addresses.

All orders reported as "delivered" by courier companies are considered delivered. We cannot be made liable of non-delivery in this case.

If a delivery fails for any reason and the address the order was sent to, was the correct address as provided by the customer, we cannot be held liable if a package is returned to our warehouse.

The customer agrees to pay in full for the re-shipment of a delivery that is returned to our warehouse.

The order placed by the customer on our website is the order we will ship to the customer. We cannot be held liable for the customer receiving a wrong item if they placed the wrong order.



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Domestic shipping delivery estimates

Domestic shipping charges (within Switzerland) for your order will be calculated and included in the "Order Confirmation E-mail".

As a non-binding guideline:

Shipment method	Estimated delivery time
PostPac Economy (Swiss Post)	Delivery in two working days, from Monday to Friday.
PostPac Economy (Swiss Post) as Registered Mail*	Delivery in two working days, from Monday to Friday.
PostPac Priority (Swiss Post)	Delivery on the next working day, from Monday to Friday.
Swiss-Express "Moon"	Delivery the next working day by 9 a.m., including Saturdays.

- The Swiss Post defines its Registered Mail as "deliveries with the additional service of signature, insurance, personal delivery or cash on delivery. The recipient shall confirm receipt of the consignment by signing on the devices used by Swiss Post

Delivery delays can occasionally occur.

Customs, Duties and Taxes

"Arts and Crafts The Asian Lifestyle Fröhlich" is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibilities of the customer (tariffs, taxes, etc.).

Damages

"Arts and Crafts The Asian Lifestyle Fröhlich" is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

International Shipping Policy

We do ship outside of Switzerland. International shipping charges for your order will be calculated and included in the "Order Confirmation E-mail".

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.



Shipping Policy

Returns Policy

Our Returns and Refund Policy provides detailed information about options and procedures for returning your order.

Contact Us

If you have any questions about these Terms, please contact us.