



## Delivery and Returns

We accept payment by PayPal, the leading payment processor. Please note that you do not need a Pay Pal account in order to pay for the goods.

Most items require a signature on delivery, so we suggest you post it to your office or workplace instead of your home (if applicable). Please note we don't ship to PO Boxes, you must provide a street address.

All items shipped outside the UK territory are subject to customs inspection and the assessment of duties and taxes in accordance with that country's national laws. The buyer is responsible for all duties and taxes incurred.

### Packaging

- All items are beautifully gift wrapped in a luxurious packaging.
- Delivery times and costs

We carry stock of many items on display, however, we have a up to 4 weeks delivery period for some lines, this is as they are made in Brazil to order. If you would like a speedier delivery, please get in touch at: [hello@caipora.co.uk](mailto:hello@caipora.co.uk) and we will aim to work towards your request. The leadtime may be long(ish) BUT once you have your item, you will love it and cherish it forever!

-UK Standard Delivery - Royal Mail RECORDED First Class.

**UK FREE of charge** - Monday to Friday only. Please allow 3-5 working days for your delivery for goods. If we indicate to you via email/phone that an item is out of stock, the leadtime is approx 4 weeks. We will use Royal Mail RECORDED First Class to post your jewellery.

-Next Day Delivery - Royal Mail SPECIAL DELIVERY (UK only)

The cost for a next day delivery is £6.00. Monday to Friday only. This guarantees delivery of your order next day (only on goods that are stated to have 5 days delivery), providing your order is received by us before 12 noon.

If you are not in during the day to accept the delivery please state an alternative delivery address.

- E U Countries

We can deliver to any country within the EU. Delivery time can vary according to the country but will usually take up to 10 working days. There is no express delivery option and it costs £10.00.

\*\*\*\*\*During 01st October to 31st December – FREE delivery on orders over £100.00

- Rest of World

We can deliver anywhere in the world and we charge £12.00 flat fee. However outside the EU timescales are less predictable. We will inform the progress of your order via email. There is no express delivery option.

\*\*\*\*\*During 01st October to 31st December – FREE delivery on orders over £100.00



## Return and Shipping

### How to process a return

We want all our customers to be overjoyed with their purchases from Caipora. By accepting returns, we hope to ensure this is the case. You can return an item for any reason, as long as it is in original condition or haven't been customised specially for you.

Returned items must be unused, in their original condition, in their original box, and must be post-marked within 5 days of receipt. Items must be packaged to prevent damage on the return voyage. Shipping costs are non-refundable.

You will need to pay the return shipping costs unless the item(s) sent were not what you ordered or were damaged in transit, in which case we will make alternate arrangements with you, please contact us at [hello@caipora.co.uk](mailto:hello@caipora.co.uk)

### How to return your item:

1. Download the Return Form (PDF) complete it and include it with your return
2. Package the items in a shipping bag or box that will prevent damage in transit. We recommend similar packaging to what you received the items in originally. Include the jewellery, its original box, and this return form.
3. Caipora takes no responsibility for goods that are returned but become lost or not delivered to us. If you are concerned about loss or damage in transit you may consider adding tracking or insurance.
4. Within 5 days of receiving them, send the item(s) to:

*300 Chinook, Highwoods  
Colchester, Essex – CO4 9UX  
Uk*

5. Upon receipt of the item(s) we will process your refund (minus costs) to the credit card or PayPal account used for the purchase.

Please note we cannot accept returns on custom orders.

### Exchanges

The majority of jewellery we sell at Caipora is limited run, handmade items. We often do not carry a large range of sizes, colours or multiples of one design. Therefore, we unfortunately cannot always process exchanges. If you would like a different colour or size, contact us and we'll see what we can do for you.