




## Delivery, Cancellation & Returns

### Delivery

#### CORONAVIRUS INTERNATIONAL SERVICE UPDATE APRIL 2020

**\*\*FREE DELIVERY FOR ALL ORDERS\*\***

 UK Shipping and    EU, Switzerland and USA and other countries Shipping

Your goods will be shipped by Royal Mail.

Order proceeding is currently around 5 working days and we are shipping out orders as quickly as possible

*\*\*International Orders: Please note that additional charges such as customs duty or local taxes may be incurred by the shipment of an international order \*\**

### Cancellations & Returns

You have the right to cancel your order before we dispatch it. Note that orders are normally dispatched within one to three working days but order proceeding is currently around 5 working days and we are shipping out orders as quickly as possible.

Our policy lasts 7 working days from the date you accepted delivery of your goods. If 7 days have gone by since your delivery, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unopened, unused and in the same condition that you received it. It must also be in the original packaging. If the goods have been damaged during transit, please send us a picture of the damaged good to [info@osable.com](mailto:info@osable.com).

To complete your return, we require a receipt or proof of purchase.

#### Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

#### Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [info@osable.com](mailto:info@osable.com).

#### Sale items and special offer (if applicable)

Only regular priced items may be refunded, unfortunately sale items and special offers cannot be refunded.

#### Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [info@osable.com](mailto:info@osable.com) and send your item to: Enterprise House, Ocean Village, Southampton SO14 3XB.

#### Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

#### Shipping

To return your product, you should mail your product to: O SABLE France Ltd, Enterprise House, Ocean Village, Southampton SO14 3XB.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over £30, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

#### **Purchase with % of sales to go to Crisis UK:**

*How can I be sure that my payment has gone to Crisis UK?*

- We will send you a copy of our payment to Crisis within 10 days after reception of your order.

*What if I am not happy with the piece I have selected? Can I have a refund or an exchange?*

- Please read our Return Policy. Please note, that the amount donated to Crisis UK is non refundable. We will only exchange and refund based on the price calculated after deduction of the donation to Crisis UK.