



**Serendipitous Magpie**

MADE WITH LOVE TO MAKE YOU SMILE!

## **Shipping Policy**

This document sets out the shipping policy that applies to customers who make a purchase at [www.serendipitousmagpie.co.uk](http://www.serendipitousmagpie.co.uk). If you have any questions, please contact our customer service team at [serendipitousmagpie@gmail.com](mailto:serendipitousmagpie@gmail.com)

### **Shipping Options & Delivery Costs**

Our items are delivered by the Royal Mail and delivery costs are based on their weight systems and prices.

### **Order Processing Time**

We strive for all orders to be processed and dispatched within 2 working days.

### **Delivery Address & P.O. Boxes**

Please note that we are unable to modify the delivery address once you have placed your order. We are sorry but we do not ship to P.O. boxes.

### **International Orders**

Your package may be subject to import duties and taxes. You, as the customer, are responsible for paying those fees. We recommend that you check with your local customs office before placing an order on our website as these fees can sometimes be significant and we are unable to calculate these for you.

## **Tracking Your Order**

If you wish for your order to be tracked, please let us know before placing the order and we can organise this for you and you will be able to track your package directly on the carrier's website.. Otherwise, items are sent without tracking.

## **Returns, Refunds, and Exchanges**

We want you to be completely happy with your purchase - please read our return & refund policy for detailed information about our processes.