

## SHIPPING + DELIVERY

### Processing time

The time we need to prepare an order for shipping varies. For details, please see individual items.

### Products made in Nicaragua - Swing Chairs – Hammocks and other Crochet items - Processing time

- Production time: 7-10 days (a preorder takes a bit longer)
- Transit time. Our products are made by artisans in Nicaragua. They work really hard to present you with an elegant product with much love and dedication.

We offer 3 shipping options:

- INTERNATIONAL **Economy** Shipping from Nicaragua in 30 to 45 business days. Tracking and insurance are NOT included (in the case the package is lost) but this a low cost option from Nicaragua.
- INTERNATIONAL **Expedited** Shipping from Nicaragua in 7 to 10 business days. Tracking and Insurance included. (recommended)
- INTERNATIONAL **Priority** Express from Nicaragua in 3 to 6 business days. Tracking and Insurance included.

We ship every **Thursday** (if not holiday). The orders received **before every Monday** will be shipped on Thursday. Preorders and Custom orders take more time.

### Customs Awareness

We are not responsible for delays due to customs. Please be aware you may have to pay duties or taxes by your country Customs.

**All of our international packages shipped by DHL express are insured, we must declare full value for insurance purposes.**

USA: If you order value is less than 800 USD, you will not pay any duties or taxes :)

NOT USA: If you are not from USA, here is a table with minimums: <https://goo.gl/J81tKN>

The minimums refer to the minimum value of the goods for what no duties and taxes are being collected by Customs in your country.

**We cannot declare a different value than what you paid for your product/s.**

Buyers/Receiver/Importer are responsible for any customs and import taxes that may apply, we will not be responsible for any charge that happens due to this matter.

The product cannot be returned if you refuse to pay taxes, so it would be abandoned. Abandoned orders will not be refunded.

An estimate of the fee you might expect can be found by calling your country Customs authority. If you no longer wish to receive your order, please submit a cancellation request within 3 hours of your order.

### **Phone number/s**

A valid phone number is required to ship your order in the best and fastest way. Please send us your number to [info@lulodesignkids.com](mailto:info@lulodesignkids.com). Without a valid phone number, your order could be returned (please read below the conditions of "Unclaimed packages / Missing or inaccurate receiver telephone number").

### **Track your order**

It is your responsibility to track your order in the next 5 days after we have shipped and notified your tracking number.

### **Priority Orders**

If you choose a Priority Order option, your order will be prioritized and shipped ASAP, the first day available without waiting until Thursday.

### **Preorders and Custom orders**

Preorders are for products NOT in stock. This means we have to produce a custom order. The time we need to make the product varies.

### **P.O. Boxes**

DHL ship only to real shipping receiver address, NO P.O. Boxes. Please

### **Payment options**

Secure options:

- Visa, Master Card, American Express, Discover
- PayPal
- Apple Pay

Word-press E-commerce (our website platform) keeps your payment information secure. We never receive your credit card information.

### **Returns & exchanges / Conditions of return**

A 10% restocking fee applies per returned/exchanged item.

Please contact us within: **7 days of delivery**

Please return items back to the specific address we will provide within: **14 days of delivery**

Request a cancellation within: 12 hours of purchase

Personalized orders or discounted orders, unless they arrive damaged or defective, can't be returned or exchanged.

Returns/exchanges are accepted for unused products returned in their original packaging. If the item is not returned in its original condition, the buyer is responsible for any loss in value.

Buyers are responsible for any customs and import taxes that may apply.

We will make a full refund to you after deducting:

- the return shipment cost
- the cost of sending the product
- the re-import taxes

### **Privacy policy**

We only use your shipping and billing address, and contact information in order to:

- Communicate with you about your order and shipping (through DHL courier)
- Fulfill your order
- For legal reasons (like paying taxes)

### **Important notes**

Please use responsibly our handmade products, we are not responsible for any possible injuries incurred while using the products.

**Always hang from a secure beam or support. Babies should never be left unattended.**

Some of the products are not yet certified but we follow international safety standards. If you have any concerns, you should ask suggestions to your pediatrician.

Please note that because these items are handcrafted, there may be slight variations and/or small imperfections. (Nothing that will alter the safety of this product.) Some color tones could appear different depending on availability or different white balance screen setting.

### **FAQ (frequently asked questions)**

#### **When will my order be shipped?**

Depends from the shipping option you choose. Your phone number and e-mail are required to ship the order. Your phone number is required to ship your order in the best and fastest way. Buyers are responsible to track the order within 5 days after we have shipped and notified you the tracking number.

Without a valid phone contact, your order could be returned or abandoned. In case of returns buyers are responsible for the returning shipping cost that may apply. We can only refund you the cost you paid for the products (not the shipping cost) and we will deduct the returning shipping cost. We may only ask DHL to ship it again to you.

[Read more here](#)

### **When will my order arrive?**

We offer 3 shipping options:

- International **Economy** Shipping from Nicaragua (27 to 45 business days). NO TRACKING! NO INSURANCE!
- International **Expedited** Shipping from Nicaragua (5 to 9 business days). Tracking and Insurance included.
- International **Priority** Express from Nicaragua (3 to 6 business days). Tracking and Insurance included.

### **Can you do not include payment info in the package, as it is for a gift?**

Even if it is a gift, we need to declare the full value of the product shipped. All international packages shipped by DHL EXPRESS are insured, we must declare full value on the customs form for insurance purposes.

It is required by law to include our official commercial invoice, a document that also certifies the product you bought was made by Lulo Design Kids and it is valid for 1 year warranty\*

### **Can you include a personal message in the package, as it is for a gift?**

Yes, we will print your message for free and include in the handmade cartoon box with your order.

### **Warranty and Care instructions**

The warranty is not valid if the defects are due to damage, misuse, tampering, neglect or lack of care and in case of alterations or repair carried out by unauthorized persons.

We recommend dry cleaning or a careful hand wash with some gentle laundry soap and cold water. Never use aggressive soaps to clean the product.

### **Can I use your products outdoor?**

Our hammocks are made for indoor or outdoor use because it is amazing to swing outside also :)

We recommend not to leave the piece outside during the rainy season because of the mold. The mold is not a problem for the safety of the product but we don't recommend it for aesthetic reasons. Never use aggressive soaps to clean the product.

### **Will I pay customs duties?**

Maybe, it depends from your country legislation. Consider that any additional taxes or customs duties that are incurred within the recipient's country are the responsibility of the buyer/recipient. Please ask ASAP your customs authorities if they apply to goods from Nicaragua and if you need any extra documents to reduce the amount.

**Products made in the U.S. - Stuffed Animals, Pillows, Throws and Accessories:**

**All orders ship within 1-2 business day unless the product is out of stock. We will let you know when we receive new inventory.**

**Standard** - Continental U.S. and Canadian orders will deliver within 4-7 days.

**Expedited** - Deliver in 2-3 days (only available for Continental U.S. and Canada).

**International** - Orders shipping to Australia and Western Europe will deliver in approximately 2-3 weeks. For all other international addresses, orders will deliver in approximately 3-6 weeks.

All orders will receive an email confirmation that includes tracking information once the package ships.

<b>LOCATION</b>	<b>SHIPPING</b>
US + Canada over \$85	Free
US + Canada under \$85	\$7
UK, Western Europe, Australia + New Zealand	\$9
Expedited US + Canada 2-3 day	\$25
All other International countries	\$25

## RETURNS

If you're not satisfied with your Lulo Kids stuffed animal or any other product, please return it for a full refund or replacement. Please note that each stuffed animal is made by hand and will have its own unique characteristics.

This makes every piece special and unique!

For return instructions please contact [info@lulodesignkids.com](mailto:info@lulodesignkids.com)