

Shipping Policy

WEBSITE
marilenz.com

EFFECTIVE DATE
30 July 2026

This Shipping Policy explains order processing, delivery charges, tracking, delays, damaged parcels and international deliveries for purchases from marilenz.com.

1. Shipping Destinations

The countries, regions and delivery methods currently available are displayed at checkout. If the checkout does not accept a destination or postal code, we do not currently offer delivery there. We may change available destinations and carriers from time to time.

2. Order Processing

- Most in-stock orders are prepared for dispatch within 2 to 5 business days after payment is confirmed.
- Orders placed on weekends or public holidays begin processing on the next business day.
- Pre-order, personalised, made-to-order or limited-batch items follow the processing estimate shown on the product page.
- During launches, promotions or high-volume periods, processing may take longer. We will provide updated information where a material delay occurs.

3. Delivery Times

Estimated delivery times are shown at checkout or in the dispatch confirmation. They begin after dispatch and are estimates unless we expressly agree to a binding delivery date. Unless another time is agreed, the order will be delivered without undue delay and no later than 30 days after the sales contract is concluded.

4. Shipping Charges

Shipping charges depend on the destination, parcel size, delivery method and carrier. The total shipping charge is shown before you place the order. Any optional express-delivery or gift-service charge requires your active selection.

5. Order Tracking

Where tracking is available, the dispatch email will include a tracking number or link. Tracking may take time to update after the carrier receives the parcel. For assistance, contact marilenzsocial@gmail.com with the order number.

6. Delivery Address and Contact Details

You must provide a complete and accurate name, delivery address, postal code, email address and telephone number. Contact us immediately if an address is incorrect. We cannot guarantee a change after the order enters fulfilment or is dispatched. Additional carrier charges caused by an incorrect or incomplete address may be charged where legally permitted.

7. Delivery Attempts, Collection and Unclaimed Parcels

The carrier may make one or more delivery attempts, deliver to a designated collection point, or request collection within a stated period. If a parcel is returned because it was not collected, delivery was refused, or the address was incorrect, we will contact you. Re-delivery may require payment of the new shipping cost. Any refund will follow the Returns and Refund Policy and may exclude costs that arose from the failed delivery, where permitted by law.

8. Split Shipments

An order may be sent in more than one parcel because of product availability, parcel size or fulfilment arrangements. You will not be charged an additional shipping fee solely because we choose to split the order.

9. Delays and Missing Deliveries

Carrier estimates can be affected by weather, customs, transport disruption, high-volume periods, public holidays or other events outside our control. If the order is not delivered within the agreed period, contact marilenzsocial@gmail.com. Where required by law, you may give us an additional reasonable period to deliver and may cancel if delivery is still not completed. No additional period is required where we refuse to deliver or where an agreed essential delivery date is missed.

10. Damaged Parcels or Missing Items

Inspect the parcel when it arrives. If packaging is visibly damaged, record photographs before opening where possible. Contact marilenzsocial@gmail.com promptly with the order number, photographs of the parcel and product, and a description of the issue. Prompt notification helps us investigate with the carrier and does not reduce your statutory rights.

11. Risk During Delivery

We bear the risk of loss or damage while a carrier selected by us transports goods, until you or a person designated by you receives the parcel. If you independently appoint a carrier that we did not offer, risk may pass when the goods are handed to that carrier, as permitted by law.

12. Customs, Duties and Import Charges

For destinations outside the European Union, the recipient may need to pay import duties, taxes, customs charges or carrier handling fees unless the checkout expressly states that they are included. Local authorities set these amounts and are outside our control. You are responsible for complying with the destination country's import rules.

13. Contact

Shipping questions should be sent to marilenzsocial@gmail.com.