



## **Delivery & Returns**

Zoya UK Delivers to the UK and mainland Europe

If you are trying to order from a country outside the UK or Europe please email [info@zoyapolish.co.uk](mailto:info@zoyapolish.co.uk) and we will direct you to your nearest stockist.

The cost of shipping is clearly displayed at checkout

### **Delivery**

Orders within the UK will be delivered between 3 to 5 days unless you select the next day delivery shipping option. Our cut off time for next day delivery is Monday till Thursday 3pm. If an order is placed in time you will receive your order within the next 24hours.

If an order is placed on a Friday before 3pm you will receive it on the following Monday. We do not ship orders on the weekend or Bank Holiday weekends.

Any dates or times quoted for delivery are approximate only and you acknowledge that no delivery date can be guaranteed as it may be affected by circumstances beyond our control.

### **Returns**

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

### **Faulty / Incorrect goods**

When a product arrives damaged or is not as described please contact us immediately by telephone on +44 (0) 1753 573 423 or email [info@zoyapolish.co.uk](mailto:info@zoyapolish.co.uk) Make sure you have your invoice number and customer ID ready so we can deal with your order as efficiently as possible.

We either refund you the order or replace the item which is faulty or incorrect.

We also cover the cost of returning the incorrect item.

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

**Returns Address**

Zoya UK

Unit 10 Peartree Business Centre  
South Road  
Harlow  
Essex  
CM20 2BD