

Privacy Policy

The Majorellebazar email and Mailing List Privacy:

At The Majorellebazar we respect your privacy! We will use your e-mail address only when we are confirming Internet orders, notifying you of changes or updates to the site or announcing a special offer; if you've requested that service. We assure you, your e-mail address will not be made available to other companies.

Secure Online Ordering:

When using our web site all order and credit card information is protected using SSL technology. SSL securely encrypts the data that gets sent over the Internet.

Returns & Shipping

RETURNS

*****Please Note: Due to the handmade nature of our products, variations in design, size, and color may occur.***

If you are not completely satisfied with the item you have purchased please contact us within 7 days of receiving your order via email, phone, or fax prior to shipment back in original condition and packaging and we'll give you a refund **minus shipping round trip and a 15% restocking fee**. It is mandatory that you receive the authorization by contacting us before the item is sent back. **We will not accept returns without prior authorization.**

CLAIMS

We make sure to handle your product with care, but in the rare event that your shipment should arrive damaged, you must contact us within 48 hours of receiving your order. You must retain the packaging for inspection by the shipping company. Failure to comply with these requirements will void any claim you may present for damage.

Shipping Policy:

1. Order Processing Time:

- We strive to process and ship all orders within 1-3 business days after the order is placed, unless otherwise specified.
- Please note that processing times may vary during peak seasons or holidays. Any delays will be communicated to you promptly.

2. Shipping Methods:

- We offer shipping through reliable carriers such as USPS, UPS, or FedEx.
- The shipping method available for your order will depend on the destination and the weight/size of the package.
- At the time of checkout, you will be provided with available shipping options and their respective costs.

3. Shipping Destinations:

- We currently offer shipping within [specify your shipping destinations, e.g., within the United States or internationally].
- Please note that shipping restrictions may apply to certain locations. If we are unable to ship to your specific address, we will notify you promptly.

4. Shipping Costs:

- Shipping costs are calculated based on the weight, dimensions, and destination of the package.
- The shipping charges will be displayed during the checkout process before you complete your order.

5. Tracking and Delivery:

- Once your order is shipped, you will receive a confirmation email with tracking information.
- You can track the progress of your shipment using the provided tracking number.
- While we make every effort to ensure timely delivery, please understand that we cannot guarantee specific delivery dates, as it is dependent on the carrier.

6. Customs and Duties:

- For international shipments, please note that any additional customs fees, taxes, or duties imposed by the destination country are the responsibility of the recipient.
- We are not responsible for any delays or issues related to customs clearance.

7. Order Modifications and Address Changes:

- If you need to modify your order or change the shipping address, please contact us as soon as possible.
- Once an order has been shipped, we may not be able to make changes or redirect the package.

8. Lost or Damaged Packages:

- In the rare event that your package is lost or damaged during transit, please contact us immediately.

- We will work with the shipping carrier to resolve the issue and ensure you receive a replacement or refund, depending on the circumstances.

Estimated delivery times

United States: 3-5 business days

North America: 3-5 business days

Europe: 2-4 business days

Australia, New Zealand and Oceania: 5-7 business days

Asia Pacific: 4-6 business days

Latin America and the Caribbean: 4-6 business days

North Africa and the Middle East: 3-5 business days