

Shipping Policy

Effective Date: 6TH August 2025

Where We Ship

The Laydies' Den currently delivers **within Kenya**, with plans to expand regionally. For special or international deliveries, contact us directly—we may just surprise you. 😊

Delivery Timeframes

We process and dispatch all paid orders **within 1–5 business days**.

Location	Estimated Delivery Time
Mombasa	1–2 business days
Nairobi & Major Cities	2–3 business days
Remote Areas	3–5 business days

⚠ Weekends and public holidays are excluded from delivery days unless otherwise arranged.

Delivery Charges

- **Standard delivery (Mombasa):** Ksh 250
- **Outside Mombasa:** Ksh 400-1000 (based on location)
- **Same-day delivery (Mombasa only):** Ksh 300 (must be ordered before 6 PM)
- *Delivery fee is paid together with the order amount unless arranged via WhatsApp.*

Order Tracking & Updates

Once your order is confirmed, you'll receive:

- A WhatsApp confirmation
- Delivery timelines and rider contact (if applicable)

For questions about your order status, reach us anytime via:

- 📞 /WHATSAPP +254 712 527543
- ✉ thelaydiesden@gmail.com

Discreet Packaging

Because your privacy is our pleasure:

- Items may be packaged with branding unless requested otherwise for discretion purposes.
- Especially important for items from **Her Toys**, **Her Scent**, or **Secrets**

- Rider only knows the delivery address—nothing else about the contents

Failed Deliveries / Missed Pickups

If you're unavailable during delivery:

- We'll attempt **1 follow-up**
- If unreachable for **48 hours**, the item is returned to us
- Re-delivery will attract an **additional delivery fee**

Proof of Delivery

We may request:

- A photo of the delivered parcel at your doorstep OR
- Your name/signature (for pickup orders)

Pickup Option (For Mombasa Clients)

Pickup is available on request at a **secure location in Nyali, Bamburi, and Tudor**. Details shared privately after payment.

Damaged or Missing Items

If your item arrives damaged or incomplete:

- Contact us **within 24 hours**
- Share photos/video as evidence
- We will assess and, if valid, send a replacement or exchange at no extra cost

We handle every order like a love letter—sealed, sent, and meant to please. 