**DELIVERY INFORMATION**

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| --- | --- | --- |
| **Delivery Destination** | **Delivery Times** | **Delivery Costs** |
|  |  |  |
| UK Standard Delivery  FREE on Orders over £60 | 3-5 Working Days | £3.99 |
|  |  |  |
| UK Next Day Delivery | If ordered before 1pm Monday to Friday, 12:30pm on Saturday or before 12:30pm Sunday your order will be delivered the next day (excludes Bank Holidays). | £5.99 |
|  |  |  |
| UK Nominated Day Delivery\* | Delivery is on a selected date, you can choose a delivery day of your choice, up to 10 days in advance (excluding next day delivery and bank holidays. Postcode restrictions apply) | £5.99 |
|  |  |  |
| UK Next Day Evening Delivery | Next working day (if ordered before 1pm) | £5.99 |
|  |  |  |
| European Union | 7 - 14 Working Days | £9.99 |
|  |  |  |

\*Please note estimated shipping times include processing time at the warehouse and are calculated from the date the order is placed.

Whilst these are not guaranteed delivery services, the majority of UK orders will be delivered within two working days once they have been despatched. We aim to despatch all orders within two working days, although it may take longer during extremely busy periods.

A signature may be required upon delivery. If you are not at the delivery address to receive the order when it arrives then the courier will usually make two further attempts to deliver and subsequently return the parcel to us. In some instances, the delivery firm may leave your parcel on your premises or with a neighbour, or they may take your parcel to a local collection point for you to retrieve. We cannot be held responsible if you are not available to accept deliveries when they arrive.

**CUSTOM CHARGES:** LiveByVerve is unable to advise what customs charges may be applied to international shipments. Any customs charges are applied at the discretion of the carrier and local laws and all customs charges will be payable by the customer and will not be covered by LiveByVerve. For more accurate information, please get in touch with your local customs office to know regarding the delivery charges at your end.

**IF PART OF THE ORDER IS NOT RECEIVED**

For your missing part of your order, please check:

Your dispatch email, if your order is going to be sent in multiple parts then your dispatch email will only include some of the items you ordered, you will then get another dispatch email. You will also receive multiple tracking numbers.

The receipt/invoice in the bag, this will show the items you should have received in this parcel. If you have everything that is on the invoice the rest of your order will come separately.

If you are missing items from your order and your dispatch email and invoice show all items on your order, then please get in touch with us via email: status@livebyverve.com. Make sure to mention your order number and which items were missing.

**\*PLEASE NOTE THAT DELIVER TO THE FOLLOWING LOCATIONS MAY TAKE A LITTLE LONGER**  
  
Scottish Highlands & Islands, Northern Island, Isle of Man, Isles of Scilly, Inverness & Aberdeen. We make every effort to ensure that your products are delivered within the timescales we've set out above - sadly we can't guarantee that they won't be affected by unforeseen issues affecting our delivery partner. Under these circumstances, delivery charges will not normally be refunded.

All prices quoted on our site, and all amounts set above, are including of VAT at 20%. Note that surcharges apply on all courier deliveries outside mainland U.K. For courier purposes, the following destinations are considered as outside mainland UK: Scottish Highlands, Northern Ireland, Southern Ireland, Channel Islands, Isle of Wight, Isle of Man, Scilly Isles. The postcodes that fall within these areas are: All IV, All KW, PA20-PA78, PH4 - PH50, All HS, All ZE, All IM, All BT. Please email us for a quote on delivery if your postcode falls into one of these.

**OVERSEAS SHIPPING:**

We will ship your order via Royal Mail from the UK. Once your parcel arrives in your Country, it will be handed to your own postal service for delivery.

Please note any Customs or import duties are charged once the parcel reaches its destination Country. These charges (if any) must be paid by the recipient of the parcel. Unfortunately, we have no control over these charges and cannot predict what they may be. Customs policies vary from Country to Country; if you have any concerns at all, then you should contact your local Customs office.

Currently we are unable to deliver to PO Box addresses. We can only deliver to your permanent residential address, or your place of work. If you choose to have your order delivered to you at your place of work, please ensure that there will be someone available to take receipt of the goods and sign for the parcel.

**TRACKING YOUR DELIVERY ORDER**

You can track/review the status of your order at any time by logging into the ‘My Account’ section of our site, selecting ‘Order Status’ and clicking on the ‘More’ and ‘Track Order’ links for the relevant order.  
  
If you would like any help in finding out the status of your order or tracking its delivery progress please contact our customer services team via e-mail: status@livebyverve.com

**POSTCODE RESTRICTIONS**

Note: for Every Dress page

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Terms, conditions and exceptions apply:

Click here for our full Delivery Policy

FREE RETURNS Items should be returned together with your dispatch note and must be unused, in perfect condition and with their original tags and packaging.

You can return full price items within 28 days of receipt and sale items within 14 days of receipt.

Terms, conditions and exceptions apply:

Click here to read our full Refund Policy