DELIVERY & PICKUP*STAY UPDATED ON YOUR DELIVERY.*

DELIVERY TIMES

Through product detail page messaging, we clearly display the product status, estimated delivery date and return schedule. Time and schedules are always measured in working days, where our working days are between Monday to Friday and do not include Saturdays, Sundays or Public Holidays.

Delivery times are estimates and commence from the date of shipping, and to be used as a guide only and are subject to the acceptance and approval of your order.

SHIPPING INSURANCE

All items are insured against theft and accidental damage whilst in transit from Echinastone.com to the delivery address.

Echinastone shall not be liable beyond the actual cash value of the goods at the time any loss or damage occurs and the loss or damage shall be ascertained or estimated according to such actual cash value with proper deduction for depreciation, however caused, and shall in no event exceed what it would then cost to replace the same with material of like kind and quality.

SHIPPING NOTIFICATIONS

You can always review the most current status of your order through your online order tracking facility. Additionally, we will send you an email every time when your order status changes to keep you up to date about the progress.

Once your order leaves our fullfilment facility in Bangkok, Thailand, we'll send you an e-mail message. This will include your order number and a link to the order tracking information.

DELIVERY INFORMATION

If your order is being delivered to a business address, please be advised that our carrier will deliver to a mailroom or delivery point and will request a signature from the mailroom supervisor.

If your order is being picked-up in our Bangkok HQ, you should receive an email indicating that your order is ready for pickup and issued a Pickup ID Number. When picking up your order, you or your designee will need to provide a copy of the Pickup ID email and a valid, current government-issued photo ID.

RULES & RESTRICTIONS*SHIPPING REGULATIONS AND GUIDANCE*

UNDELIVERABLE PACKAGES

Occasionally packages are returned to us as undeliverable. When the carrier returns an undeliverable package to us, we issue a full refund including shipping charges.

Please note that we are unable to re-send orders that are returned to us as undeliverable. If you would still like to purchase items that were undeliverable, you are welcome to place a new order on our website.

If you have decided that you do not want the product after it has been shipped, but before it arrives, DO NOT REFUSE THE POSTAL DELIVERY. If the package is refused you will be liable for brokerage charges and duty incurred upon its return.

IMPORT DUTY & SALES TAX

Your order will be dispatched from our fulfillment and manufacturing facility in **Thailand**, and you may have to pay import, sale taxes and/or customs duties. These, along with any brokerage fees, are separate from your shipping charge and you will be billed directly for them.

Your order will include an invoice, indicating the name, quantity and price of each product and on compliance with international laws, we will state the full value of your order on the shipping label, minus the shipping charges.

Echinastone.com is not responsible for any and all packages detained, impounded, delayed or returned to use by the country’s customs department or clearing/brokerage agencies.

SHIPPING RESTRICTIONS

Products with shipping restrictions are noted on the product page. We cannot split up an order and ship to multiple locations. If you wish to send items to different locations, you will need to place a separate order for each shipping address.

**These countries are restricted from all shipments:** *Afghanistan, Antarctica, British Indian Ocean Territory, Bouvet Island, Christmas Islands, Cocos Island, Comoros, Cuba, Falkland Islands, French Southern Territories, Heard & McDonald Islands, Libya, Mayotte, Nauru, Niue, North Korea, Palestinian Territory Occupied, Pitcairn Island, Rwanda, Saint Helena, Sao Tome and Principe, Somalia, South Georgia and the South Sandwich Islands, St. Pierre and Miquelon, Sudan, Svalbard Jan Mayen Island, Syrian Arabic Republic, Tokelau, and Western Sahara.*

MAXIMUM ORDER VALUE

We reserve the right, without prior notice, to limit the order quantity on any product and/or refuse service to any customer.

For shipments to Americas, including **United States of America**, the maximum order value (including shipping charges) is 2,499 USD per shipment.

For shipments to Asia-Pacific, including **Australia**, the maximum order value (including shipping charges) is 1000 AUD per shipment.

For shipments to **Russian Federation**, the maximum order value (including shipping charges) is 15,000 RUB per shipment.

RETURNS & REFUNDS*NO QUESTIONS ASKED AND HASSLE-FREE RETURNS*

RETURNS POLICY

**Satisfaction guarantee**

If you are not completely satisfied with your purchase, simply return the item(s) to us in their original condition within 15 days of receipt. We will issue a refund upon receipt and examination. Postage charges are non-refundable unless your order was faulty, incorrect or items returned under the delivery assurance guarantee. The returned products are your responsibility until they are delivered to our returns department. For details of your cancellation rights, please refer to Clauses 16 of the General [Terms and Conditions](https://www.echinastone.com/about/terms/)

**Option 1: Returning under the delivery assurance**

If you received a wrong product, or a product was damaged during transit, or a defective product, you may return it for replacement or a full refund. There will be no delivery charges applied to your refund.

**Option 2: Returning under 15-day money-back guarantee**

If for any reason you are unhappy with your purchase, you can return it in its original condition within 15 days of the date you received it. All returned items must be in new condition, in their original unaltered box (including an intact QA labels) and must include all packing material, warranty cards, certificates and accessories. You will be responsible for paying for your own shipping costs for returning your item(s).

RETURN INSTRUCTIONS

**Step 1: Complete return form**

Please fill in your Return Merchandise Authorization form included with your order and enclose it with your parcel. It is very important that when you return an item that we know the order number to which it relates, your details and whether you want a refund or an exchange.

**Step 2: Repack merchandise**

Place returning item(s) in the original packaging and into a shipping carton, and tape the personalised return label enclosed with your order, to the carton or bubble Envelope.

Please do not place stickers or shipping labels on the original package and do not write gemstones, diamonds or any other identifiable luxury item word in order to protect the package against possible theft during transportation.

**Step 3: Ship your return**

Please arrange to send the prepaid and issured package back to us by a traceable carrier such as DHL, UPS, USPS or Federal Express at the address as stated on the pre-printed return label included with your order.

Please note that shipping charges and shipped items are your responsibility until it reaches us, so for your own protection, ensure you keep the returns receipt and code safe, so you can track your order.

REFUNDS & CREDITS

**Refunds processing**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item(s). Refunds are processed **within 7 working days**. Our quality assurance team inspects all returned products to confirm whether they meet the requirements of our Return Policy. After that, it takes 1 working day to make the refund to your payment account.

For security reasons, all refunds will be processed via the original payment method only. For example, if you made a purchase using your credit card, we will charge back the amount to the credit card you used for the purchase, except for the cash vouchers, which are not redeemable for cash and cannot be returned for a cash refund. Alternatively, if requested, we can place the refund balance into your online account, to be applied towards future purchases.

**Refunds deductions**

All our products are subject for a full refund, but we reserve the right to deduct certain costs and expenses from your refund, including cost of missing or damaged packaging materials and cost of Complementary delivery at the Express delivery rate.

Refunds do not include any shipping and/or handling charges shown on the packaging slip or invoice, unless item(s) are returned under the delivery assurance guarantee.