



INTERIORS

## SHIPPING, RETURN & REFUND POLICY

### FAQ Shipping

Thank you for visiting and shopping at KERV Interiors!

#### How long does it take to receive my order?

All orders are processed within 1-2 business days. Orders are not shipped or delivered on weekends or holidays. If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email. All standard delivery parcels are sent using Royal Mail, Second Class Signed For. Overnight delivery is only available for orders with delivery addresses within the UK. Delivery delays can occasionally occur.

#### Will I get notified when my parcel is arriving?

You will receive an email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

#### What if my order is damaged?

If you have received a damaged item, we need to be notified within 48 hours of delivery. Please take a photo of all packaging materials and damaged goods and email us at [info@kervinteriors.com](mailto:info@kervinteriors.com)

#### Do you deliver outside the UK?

Unfortunately we currently do not ship outside the UK as standard. If you wish to place an order and are outside of the UK - please do email us!

### Return & Refund Policy

If you're looking to return or exchange your order for whatever reason, we're here to help!

We offer returns or exchanges within 14 days of purchase.

You can return your product for a different product, or a refund to the original payment method. To initiate a return or exchange, please email us at [info@kervinteriors.com](mailto:info@kervinteriors.com)

Please note the following exceptions to our return and refund policy:

- Discounted items are final and cannot be returned or exchanged.
- If you have received a damaged item, we need to be notified within 24 hours of delivery.
- Returned items must have no visible signs of use.

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable.

If you receive a refund, the cost of return shipping will be deducted from your refund.

### Contact Us

If you have any questions on how to return your item to us, contact us [info@kervinteriors.com](mailto:info@kervinteriors.com)