

Shipping & Return

SHIPPING INFORMATION

Orders are typically processed within 3-5 business days. You will receive an order confirmation once your order ships.

If by any chance the product you ordered is out of stock, you will receive an email.

STANDARD DELIVERY COSTS

STELGE living works together with Bpost courier services to ship all orders.

Therefore deliveries are done on working days during regular business hours, not on holidays.

BELGIUM: €7,00

PICK UP AT OUR OFFICE (BOECHOUT): FREE

NETHERLANDS: €10,00

OTHER COUNTRIES:

Apologies, we currently don't yet ship out to other locations. Please do get in touch if you are located outside Belgium and Netherlands and want to order, we will check what can be done. Reach out to zane.verdina@icloud.com

The customer is responsible for providing a correct delivery address. If the address provided is incorrect or incomplete and the parcel needs to be reshipped, the customer pays the full shipping cost (€ 7 for Belgium and € 10 for the Netherlands).

RETURNS

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

If you do want to return a product, please contact us first by e-mail (zane.verdina@icloud.com) with the reason for return and the order number.

This way we can check whether it is within the 14-day period and send you the correct return address.

The costs to return a product are covered by the customer. Unless the return is due to an error on our part of course.

REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Shipping costs are non-refundable. All approved returns must be sent back to us with a trackable shipping method.

PROMOTIONAL ITEMS

Only regular priced items may be refunded. Items sold at discount (sale or with promotional codes) are eligible for exchanges only.

EXCHANGES

If you need to exchange an item, send us an email at zane.verdina@icloud.com.