

CUSTOMER INFORMATION

Shipping & Delivery Policy

Last updated: 24 October 2026 · Version 1.2

We want your order to reach you quickly, safely and in perfect condition. This policy explains how we process, ship and deliver your order. It forms part of our Terms & Conditions.

1. Where we deliver

- We currently deliver **within the United Arab Emirates only**. We do not yet ship outside the UAE.
- Within Dubai, you can also choose to collect your order from a collection point we confirm with you (see section 6).

2. Order processing

- We register every order and confirm it to you by email within a few hours, during working hours.
- Orders received **before 3:00 pm (UAE time) on a working day** are processed and handed to our courier partner within 1 working day.
- Orders received **after 3:00 pm, at weekends or on public holidays** are processed from the next working day.
- At busy times, such as launches or promotions, processing may take longer. If so, we will let you know by email or WhatsApp.
- Our working hours are Monday to Friday, 9 am to 6 pm UAE time. At weekends we reply to urgent matters only, such as a damaged delivery.

3. Delivery times

- Delivery usually takes **3 to 5 working days from the date of your order**, and orders often arrive sooner.
- Delivery times are estimates set by our courier partners. They can vary because of the delivery area, public holidays, weather or courier delays.

4. Delivery charges

- **UAE delivery is a flat AED 35 per order**, whatever the size or weight of your order and wherever you are in the UAE.
- The same charge applies to orders sent to a collection point.
- The delivery charge is shown at checkout before you pay. LAVONELLE Trading is not currently registered for VAT, so no VAT is added.

5. Order tracking

When your order is dispatched, we send you an email with the courier's tracking number and a link to follow your delivery. The courier may also contact you by phone or text message to arrange delivery.

6. Collection orders

- If you choose collection, we tell you when your order is ready and where to collect it.
- You can pay by card at checkout or in cash when you collect.
- Please bring your order number. If your order is not collected within 7 days, we may cancel it.

7. Your delivery address

- Please check that your address and phone number are complete and correct before you pay. The courier needs a working phone number to reach you.
- You can change your delivery address until your order is dispatched. Contact us as soon as possible.
- If delivery fails after two attempts and the parcel is returned to us, we can re-send it for a further AED 35, or refund your order minus the delivery charge.

8. Delays and exceptions

We are not responsible for delays caused by:

- an incorrect or incomplete address or phone number;
- no one being available to receive the parcel;
- events outside our reasonable control, such as severe weather, public holidays, road closures or courier disruptions.

If your order is significantly delayed, please contact us. We will follow it up with the courier and keep you informed. You can cancel anything not yet delivered for a full refund.

9. Damaged, lost or wrong deliveries

- Please check your parcel when it arrives. If it is damaged, an item is missing or you received the wrong product, contact us **within 48 hours of delivery**.
- Send your order number, photos and **an unboxing video**, recorded in one continuous take from the moment the sealed parcel is opened. Claims cannot be accepted without the video.
- If tracking shows your parcel as delivered but you have not received it, tell us within 48 hours. We will investigate with the courier.
- Once your claim is confirmed, we send a replacement or refund you, as set out in our Returns & Refunds Policy.

10. Contact us

- **Email:** hello@lavonelle.com
- **WhatsApp:** +971 54 488 8528
- **Contact form:** on lavonelle.com

LAVONELLE Trading (لفونيل للتجارة), Sole Establishment

Trade licence no. 1649501, issued by the Dubai Department of Economy and Tourism

Dubai, United Arab Emirates

Email: hello@lavonelle.com · WhatsApp: +971 54 488 8528 · lavonelle.com