

# Shipping & Returns

## General Delivery Info

All orders are delivered by DHL.

When placing your order please ensure that the billing and shipping address details are correct, as we are unable to redirect.

Please note that your billing address must match the address on your credit card statement.

When your order is shipped, we will send you a confirmatory email.

Delivery times are estimates and start from the date of dispatch. Please note that in some areas of Europe there is a limited range of delivery services available. We will endeavor to send your order out as quickly as possible but we cannot be responsible for delays as a result of remote delivery locations or adverse weather conditions.

For security reasons, all [evgeniishalimova.com](http://evgeniishalimova.com) online purchases require a signature upon delivery. Please be aware that our service is not a named delivery service and anyone at the designated delivery address may sign for your delivery. We will not be liable for a lost or missing order that has been signed for in a building, for example an office address that has been provided for delivery.

If no one is available to sign for the delivery, the driver will make a total of three delivery attempts on three consecutive business days. If there is still no one available to sign for the package, after 5 days with no communication, it will be returned to our warehouse.

If you have any questions regarding shipping please email us: [contact@evgeniishalimova.com](mailto:contact@evgeniishalimova.com)

## Shipping

The Netherlands Shipping

Free Standard Delivery 2 - 3 business days

EU Shipping

Free Standard Delivery 3 - 5 business days

Worldwide Shipping

Standard Delivery 9 - 15 business days

(Russian Federation 9 - 18 business days)

For any questions, please email [contact@evgeniishalimova.com](mailto:contact@evgeniishalimova.com)

## Returns

When you place an order on [evgeniishalimova.com](http://evgeniishalimova.com), you are welcome to return any item(s) using our free returns service, provided you return them within 14 days of delivery.

Items must be returned in their original condition with all garment tags attached in the branded packaging provided. This is also to ensure that item(s) arrives back to us in a suitable and undamaged state. Returns that have been worn, used, altered or damaged will not be accepted and may be sent back to you and/or a refund refused.

Where provided, belts and any packaging such as instructions, authenticity cards, dust bags, and leather tags should be included with your return. Item(s) must be returned from the original shipping country with the original returns form. Please note that we may not refund item(s) that are sent without any return paperwork.

Please note items received outside of the specified returns period will not be accepted.

Return your product:

1. Enclose the order form, including the order number with the item(s) you wish to return in the original box.
2. Find your DHL drop off point here - [https://www.dhl.nl/en/express/shipping/find\\_dhl\\_locations\\_old.html](https://www.dhl.nl/en/express/shipping/find_dhl_locations_old.html)

You may return your items to us using your own shipper. If you do, please inform us within 14 days of delivery. We recommend that you insure the return shipment as you are under a duty to take reasonable care of the items and will be liable for damage to them until we receive them at our warehouse. In case of dispute, we also recommend you retain proof of sending. We cannot be responsible for any loss for any item(s) you have chosen to send.

Return your items to:

Evgeniia Shalimova Online Returns  
Tonystraat 29,  
2523KL,  
Den Haag  
Nederland

Evgeniashalimova.com are not liable for the loss of garments in return transit. We recommend using a traceable delivery method and taking note of your tracking number.

Once the items have been received they will undergo a quality review. Once cleared, you will receive a refund on the cost at purchase price (excluding original shipping cost) directly to the original method of payment used for purchase. We endeavour to process refunds as soon as they are received but please allow 5 working days for returns to be processed. You will receive an email notification of the status of your refund once processed.

We do not refund initial shipping charges for items returned, other than for faulty items. Your own return postage costs are not refundable.

Refund

Refunds will be credited to your original method of payment. Original shipping charges, duties, taxes

or tariffs will not be refunded. If your return was purchased in a currency other than your local currency, refunds will be paid in the same currency. Due to fluctuations in currency rates the amount refunded may be slightly higher or lower than the price originally paid. On receipt of return, we shall process the refund as soon as possible.

### Faulty Items

Items are faulty if they are received damaged. Items that are damaged as a result of normal wear and tear are not considered to be faulty. Where possible, we will offer to repair faulty items. When items deemed faulty cannot be repaired or the same item is not available, a full refund will be offered.

### Cancelling Your Order

If you are based in the EU, you have the right to cancel your order with us under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, but need to notify us of your decision to do so within 14 days from the day on which you received your order.

To exercise the right to cancel, please inform us by email : [contact@evgeniishalimova.com](mailto:contact@evgeniishalimova.com).

On receipt of your notice of order cancellation, client services will contact you with return instructions. Please note that you must cover the cost of the return shipment. We recommend that you insure the return shipment as you are under a duty to take reasonable care of the goods and will be liable for damage to them until we receive them at our warehouse. We also recommend that you use a secure, trackable service to return your order to us at

Evgeniia Shalimova Online Returns  
Tonystraat 29,  
2523KL,  
Den Haag  
Nederland

and you retain proof of sending, in case of a dispute.

All items must be returned unused, in their original condition and from the country that the order was delivered to.

We will refund the full value of your order, including standard shipping costs, within 14 days of receiving your notice of contract cancellation.

For assistance please email us [contact@evgeniishalimova.com](mailto:contact@evgeniishalimova.com).