

Shipping policy

Thank you for choosing Teyes Eye Skincare & Cosmetics. We value and appreciate your business.

This document is intended to provide with the terms and conditions that constitute our Shipping Policy. We ship throughout the UK and Internationally. If purchasing from abroad and in any doubt if we can ship to you, please contact us at orders@teyeseye.com before placing your order/s.

Our Domestic Shipping Policy

Shipment processing time

All orders are processed within 2-4 working days. Orders are not shipped or delivered on weekends or public holidays. Due to Covid-19, delays may occur.

During Festive periods and moments when 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 or telephone to inform you about this.

Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout and the below are only estimates and not definite figures. The price may vary depending on the weight and size of your order, and you will be notified of the cost at checkout.

Shipment method	Estimated delivery time	Shipment cost
Royal Mail -Standard	3-5 business days	£3.95
Royal Mail -Two Days	2 business days	£5.95
Royal Mail -Next Day *	1-2 business days	£9.95
International Standard	10-14 business days	£11.99

Exceptions:

- Shipping is not available to the Channel Islands, B.F.P.O and P.O. boxes due to shipper restrictions.

- Contact us before making a purchase from Africa at orders@teyeseye.com

Shipment confirmation & Order tracking

Once your order is shipped, you will receive an email from us containing confirmation of shipment and your tracking number(s). The tracking number will be active within 24 hours and you could then track your order.

Damages & Losses

Teyes Eye does not accept liability or responsibility for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

International Shipping Policy

Customs, Duties and Taxes

Teyes Eye Skincare & Cosmetics is not responsible for any customs and taxes applied to your order. All fees enforced during or after shipping are the sole responsibility of the customer.