

SHIPPING POLICY

General

Subject to stock availability. We try to maintain accurate stock counts on our website but from time-to-time there may be a stock discrepancy and we will not be able to fulfill all your items at time of purchase. In this instance, we will fulfill the available products to you, and contact you about whether you would prefer to await restocking of the backordered item or if you would prefer for us to process a refund.

Shipping Costs

Shipping costs are calculated during checkout based on weight, dimensions and destination of the items in the order. Payment for shipping will be collected with the purchase. This price will be the final price for shipping cost to the customer.

Returns

All sales are final. We accept returns for refund or exchange, for items damaged in transit.

Refunds and Exchange

To be eligible for a refund or exchange, you must first email us within 7 days of receiving the item at avobrowsandbeauty@gmail.com to alert us of the damage, then return the damaged item to us. Once your return is received and inspected, we will send you an email to notify you that we have received your return item. We will also notify you of the approval or rejection of your refund. If you are approved, then your replacement or 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 7 days.

Non-Returnable and Non-Refundable Items

AVO Brows & Beauty does not offer refunds on any online courses.

Transit Time Domestically

In general, domestic shipments are in transit for 2 – 7 days

Transit Time Internationally

Generally, orders shipped internationally are in transit for 4 – 22 days. This varies greatly depending on the courier you have selected. We are able to offer a more specific estimate when you are choosing your courier at checkout.

Dispatch Time

Orders are usually dispatched within 2 business days of payment of order. Our warehouse operates on Monday – Friday during standard business hours, except on national holidays at which time the warehouse will be closed. In these instances, we take steps to ensure shipment delays will be kept to a minimum.

Change Of Delivery Address

For change of delivery address requests, we are able to change the address at any time before the order has been dispatched.

P.O. Box Shipping

AVO Brows & Beauty will ship to P.O. box addresses using postal services only. We are unable to offer couriers services to these locations.

Military Address Shipping

We are able to ship to military addresses using USPS. We are unable to offer this service using courier services.

Items Out Of Stock

If an item is out of stock, we will wait for the item to be available before dispatching your order. Existing items in the order will be reserved while we await this item.

Delivery Time Exceeded

If delivery time has exceeded the forecasted time, please contact us so that we can conduct an investigation.

Tracking Notifications

Upon dispatch, customers will receive a tracking link from which they will be able to follow the progress of their shipment based on the latest updates made available by the shipping provider.

Parcels Damaged In Transit

If you find a parcel is damaged in-transit, if possible, please reject the parcel from the courier and get in touch with our customer service. If the parcel has been delivered without you being present, please contact customer service with next steps.

Sales Tax

Sales tax has already been applied to the price of the goods as displayed on the website.

Import Duties & Taxes

Import duties and taxes for international shipments may be liable to be paid upon arrival in destination country. This varies by country, and AVO Brows & Beauty encourage you to be aware of these potential costs before placing an order with us. If you refuse to pay duties and taxes upon arrival at your destination country, the goods will be returned to AVO Brows & Beauty at the customer's expense, and the customer will receive a refund for the value of goods paid, minus the cost of the return shipping. The cost of the initial shipping will not be refunded.

Cancellations

If you change your mind before you have received your order, we are able to accept cancellations at any time before the order has been dispatched. If an order has already been dispatched, please refer to our refund policy.

Insurance

Parcels are insured for loss and damage up to the value as stated by the courier.

Process for Parcel Damaged In-Transit

We will process a refund or replacement as soon as the courier has completed their investigation into the claim.

Process for Parcel Lost In-Transit

We will process a refund or replacement as soon as the courier has conducted an investigation and deemed the parcel lost.