

MAISON DE MONACO

SHIPPING INFO



General MDM Shipping information

We always try to ship all orders as soon as possible and try to have your package prepared and handed in at DPD within 2 business days after ordering. For each country the shipping time varies. Whenever DPD is experiencing delays, this is out of our control.

From September until December we experience the busiest months of the year. We ask our customers to have understanding of this. Because of the busy period currently, we have changed our delivery time to a maximum of 6 business days for you to receive your order (For countries outside of BE and NL this can vary, check the estimated delivery at the checkout on the website). Business days are from Monday until Friday, this does not include the weekend or holidays. If it does happen that your order is one or even two days late, we ask of you to have some understanding. We're still a growing business, we're organising, packing and shipping everything ourselves. Normally if you fill out all your shipping details completely and correctly, you will receive your package before the maximum estimated delivery time.

We use DPD and PostNL for our shipments.

Why haven't I received my order yet?

There is something that seems to happen quite often, which are orders with **incomplete address details**. There are a lot of people who forget to fill in their house number, street name, postal code... Whenever this occurs, we will send you an email asking for the full or correct details. If you get an email like this, please contact us and provide us with all necessary information. If you noticed that you forgot to fill in something after ordering and haven't yet received an email of us asking for it, please fill in the contact form on the website and let us know the missing details.

Very Important: If you do forget to fill something in and we can't immediately ship it because of that reason, your order can take longer to arrive. Situations like this give us a lot more work and your order can take up to a week longer to be delivered than normally.



Contacting us and getting a response

The best and fastest way to contact us is through instagram direct message, but we also have a contact form on the website that you can fill out. Whatever issue you might have, first read all the information that we provide here, your question might already be cleared afterwards. If not, then you should send us a message with your **order number** and if you don't know that, then provide us with the name you ordered under.

Please contact us **ONLY** in Dutch or English. We want to try and work most efficiently and we believe that these two languages give us the best chances in doing that. In this way, we will also be more likely to provide you with the most clear answer and solution.

Please, don't panic once you don't immediately receive back a response. We try to answer our DM's at least once a day, but it could happen that we respond the day after.

Free Shipping?

YES! We do offer the possibility of free shipping in some countries once you order over a certain amount. Plan to order together with friends to get rid of the shipping cost or add a cap or pair of socks!

100 euro's = Free shipping in Belgium and The Netherlands

150 euro's = Free shipping in France, Monaco, Italy, Spain and Sweden

For all other countries, we do not provide the option of free shipping.

Pick up your order!

If you live in Antwerp, Belgium or are ever in the neighbourhood, you can always come and pick up your package to save the shipping costs! If you would like that, send us a DM on instagram and I will provide you with more info. You can come pick it up at the office location. We do not have a store.

Tracking info and emails

Once you place your order you will receive a confirmation email. In this email you will see what you ordered and the personal information that you filled out.

What do you do when you haven't received an email? Firstly, go to your spam and look for it there. If it is not in your spam, you most likely made a spelling error when filling out your email, which results in you not receiving it. This is very easy to solve. Go to our instagram page and send a dm. Provide us with the name under which you placed the order. In this way, we can search the order details up for you and change your email address.

I received a tracking but the package hasn't been shipped yet? Don't worry. From the moment we print out your shipping label, you receive the tracking link. This means we're still packing your order and will bring it to DPD or PostNL the same day or the day after.



Shipping info of international orders

When it comes down to the shipping of all orders outside of Europe, it's important to know that we don't pay for possible taxes or duties. When you're ordering from outside of Europe, this doesn't necessarily mean that you will be charged (in our experience it does not happen often at all). We have an estimated delivery time for the international orders, but sometimes if your package gets checked at the border, the time it takes when it's at the border is never the same, sometimes it takes longer than other times. However, all this information will be shown on the tracking code. International orders are always shipped with PostNL.

What's good to know is that if you're charged due to taxes or duties you need to pay, it's best to accept this. When you reject the package, we will not pay for the returning shipping cost and that means the package will get destroyed. In this way you will not be able to get a refund. For the international returns, all the rules apply the same and returning your items is no problem at all. You can find more information about this on our "Return" document provided on the website.

By placing an order on our website you agree to these shipping terms and conditions.

