



## Shipping

MukaCariza offers worldwide shipping!

### Duration of shipping

We aim to dispatch all orders within 2-5 business days. We will do our utmost to deliver your order to you within the deadlines below!

The Netherlands: 2 – 5 business days or same day delivery if selected at checkout.

Europe: 5 – 10 business days

Rest of the world: 2 – 10 business days.

### Order tracking

You certainly can! A tracking number will be emailed to you once your order has been collected. Please note that delivery time may be affected by customs clearance delays.

### Sign delivery

Yes, we want to make sure you receive your MukaCariza products safe and sound, so we need a signature on delivery. If you are not at home, a takeaway card will be left. Make sure you go to your post office within 10 days, otherwise your order will be returned to us, we don't want that. That creates extra CO2!

Please note that any additional charges due to refusal of delivery or multiple failed attempts are your responsibility.

Entering your phone number and email address at checkout will allow us to contact you in case of changes to your delivery.

### Change delivery address

If you entered the wrong address by mistake, please send an email to [info@mukacariza.com](mailto:info@mukacariza.com) with the order number and the desired delivery address.

### Pay customs fee or taxes

Depending on the value of your purchase and where you live, you may be asked to pay customs fees or taxes upon arrival of your goods. Unfortunately, these are beyond our control and must be covered by you.

### View and fit products

Depending on the value of your purchase and where you live, you may be asked to pay customs fees or taxes upon arrival of your goods. Unfortunately, these are beyond our control and must be covered by you.

### How do I make an exchange or return

Yes! We look forward to meeting you at MukaCariza in Riel ( The Netherlands, NB ).

### View and fit products

We want happy MukaCariza family, so if you receive your purchase and it's not right, fill out the return form, we're here to help! Refunds are given and will be considered on a case-by-case basis based on the criteria in our returns policy.

### How do I make an exchange or return



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