**Shipping Policy**

Thank you for visiting and shopping at Pinocchios.ie

Following are the terms and conditions that constitute our Shipping Policy.

You must have a valid email address when ordering

**Shipment processing time**

All orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or holidays.

If 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. If this delivery time does not suit for whatever reason we will be glad to cancel your order and catch you next time.

Shipping charges for your order will be calculated and displayed at checkout.

Delivery will be charged at €7.00 on orders under €50, there after shipping will be free on orders within Ireland. For export orders carriage will be charged at cost. We will contact you to give you the carriage cost and again if you need to cancel that is no problem.

Delivery delays can occasionally occur. We will keep you informed.

In the event that an item is no longer available, we will contact you directly and let you know if we have a suitable alternative and give you the option of cancelling.

**Shipment confirmation & Order tracking**

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

**Customs, Duties and Taxes on Export orders**

All shipped items are inclusive of VAT @ 23% All export fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

**Damages**

Pinocchios.ie​ is not liable 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.