

Shipping Policies

These Shipping Policies are provided for your convenience and are subject to our Terms and Conditions of Sale and Use.

All purchases will be packaged in a complimentary presentation pouch/box appropriate to the piece of jewellery.

Palladora has retained Fed-Ex®, a world leader in shipping logistics www.fedex.com and will only ship to a street address, NOT a Post office Box address. Following shipment, orders usually arrive in one or two business days. This estimate excludes processing time.

Note: Customs may choose to inspect your package, which may add additional time for clearance. We urge all customers to inspect your package for damage or tampering before receiving or signing for receipt.

Insurance

Each purchase is shipped to you fully insured, including in-transit to your doorstep. Additionally, **Palladora** will request a signature for all orders, regardless of any signature waivers you may have with Fed-Ex. This protects your shipment from the time it leaves **Palladora** to your doorstep.



Canadian shipments

Fed-Ex 2-Day®

Delivery Times: by 3:00 p.m. the second business day to most major metropolitan centres across Canada.

Fed-Ex Priority Overnight®

Delivery Times: by 10:30 am the next business day to most major metropolitan centres across Canada.

Tel: 1-800-463-3339

Canadian Duty and Taxes

There is **NO** Duty applicable to the Residents of Canada.

- Residents of the Province of Ontario, British Columbia, Nova Scotia, New Brunswick, Newfoundland & Labrador are subject to the [HST](#).
- Residents of the Provinces of: Prince Edward Island, Quebec, Manitoba, Saskatchewan, Alberta, the 3 Territories (North West Territories, Yukon and Nunavut) are subject to the [GST](#).
- [H.S.T](#)= Harmonized Sales Tax [G.S.T](#).= Goods and Service Tax



USA shipments

Fed-Ex International Economy®

Delivery Times: Door-to-door to the U.S by 4:30pm on the 2nd business day.

Fed-Ex International Priority®

Delivery Times: Door-to-door to the U.S. by 10:30 am the next business day.

Tel: 1-800-463-3339

USA Duty and Taxes

- Presently there are **NO** Taxes or applicable Duty applied to residents of the United States.



International shipments

Fed-Ex International Economy®

Delivery Times: 2 to 5 business days to most major world markets.

Fed-Ex International Priority®

Delivery Times: 1-3 business days to most major world markets.

Importer of Record

The recipient is the importer of record and must comply with all laws and regulations of the destination country. Title and risk of loss for items ordered will transfer to the recipient upon delivery to the common carrier in Canada.

International Customs, Duty, Taxes

The customs office of the destination country may impose fees, import duties, taxes and other charges to your international order. These additional charges required for customs clearance are the responsibility of the recipient. Charges and customs policies can vary from country to country. **Palladora** has no control over these charges and cannot provide any quotations for fees expected. Please contact your local customs office for advice.

Limitations

Please be advised that international shipments may not be designed in accordance with destination country standards, labelling requirements or specifications. The recipient is responsible for determining that products can be lawfully and legally imported in to the destination country.

Privacy

International shipments are subject to opening and inspection by customs officials. Any information about your order, shipment and products contained therein may be communicated to our shippers and the customs officers as part of the customs clearance.