



SHIPPING POLICY

All orders will be processed within one to two business days, except during public holidays, and any holiday dates listed above.

Delivery is by Portugal CTT (with tracking) and generally takes 1-14 business days, depending on your location. We recommend using a delivery address that is attended, as lost or stolen parcels are not covered by insurance. You will receive an email notification with a tracking number when your order has been shipped. Once your order is on its way to you, please contact the shipping company directly with any enquiries you may have regarding your delivery.

For Portugal Post orders (all domestic deliveries), you can track your order:

[Track the route of your CTT shipments](#)

INTERNATIONAL

International shipping is Registered Post. Once your order is shipped you will receive an email with your shipping details, tracking number or parcel ID number.

International parcels are free shipping in EU. This service is available worldwide, and you can track your order in your local Post Office official site for international parcels. This service usually takes 7-14 business days.

RETURNS / EXCHANGES

Important Information

Exchanges or returns will only be offered within 30 days of receiving your items. Please note, sale purchases are not eligible for a refund.

Items will only be eligible for an exchange/refund when returned in saleable condition – unworn, unwashed and preferable in same box. We reserve the right to refuse returned items that are not received back in new condition, and these will be sent back to the customer.

We do not refund initial postage charges for returned item, and additional shipping charge, one way (excluding Europe Union)

REFUND or ADDITIONAL SHIPPING is not possible:

1. While item is In-transit status.
2. The recipient/company cannot be identified at the address provided. Additional shipping is the buyer responsibility.
3. Initial postage charges for returned item.

How to make a return

Please contact us by emailing info@originalcork.com to notify us of your intention to return and which item/s you will be returning. At this time, please quote your invoice number and order date. You will then be issued with a Returns Authorization (R.A) number by return email and a delivery address for your return. Please do not return an item without contacting us first, as this will lead to delays in processing times.

Please mark your invoice order number on a copy of your invoice and enclose it with the item/s, and return the order to the address provided following initial email contact. We recommend sending your return in a registered Post parcel with tracking so the parcel can be traced.

Once the items have been received they will undergo a quality review, and we will notify you by email of the result of our assessment. Please allow up to five business days for this process to be completed. You will either receive your new items (for exchanges), or a refund of the purchase cost (excluding original shipping cost) direct to the method of purchase.

Lisbon, 1st January 2023

