

Shipping and Return Policy

Shipping Policy

At Tea Tavern, we strive to get your tea treasures to you as quickly as possible! Our standard shipping rate is \$8 per order. Please allow for approximately 3-7 business days for delivery within the continental United States.

Tracking Information: After we make your tracking label, we'll send you a tracking number via email so you can stay up-to-date on its journey to your doorstep!

Adventurers hailing from the realms beyond the United States of America: Our scholars are studying the ancient "shipping" scrolls for delivering "*shipments*" by "*ship*", but for some reason, they all use the term "*cargo*". Surely they don't expect us to send a delivery cart into the ocean, right? Anyway, this will be followed by studies of cross-boarder deliveries, tariff payment, export/import law, and multi-national addressing systems and software tooling. This is all to say... Sorry, we aren't able to deliver outside the United States of America, yet.

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Please email support@tea-tavern.com to see if there is a way we can adjust to work with you to your needs.

Return Policy

We want all of our clients to love our products and offer the following returns policy.

Non-Faulty Returns: If for any reason you change your mind about a product then we will accept returns requested within 14 days of receipt of the products and we will give you a refund. There are some important conditions:

1. The product has to be unopened, unused and undamaged to qualify.
2. The product must be returned before we can issue any refunds.
3. The price of the return postage is paid by the client.
4. The refund given will be for the price paid for the product and does not include shipping.
5. We do not refund any associated customs or sales tax charged by your local authorities.

Faulty Returns: If you receive a product that you think is faulty or develops a fault within 60 days of purchase then please email us immediately. We will assess the issue to determine if the product is faulty and if we agree that there is a fault we will issue you with a replacement or refund with the following conditions:

1. The product fault must be reported within 60 days of receipt of the product.
2. The fault or damage will be verified by us before issuing any refunds. We may ask for photographs for verification.
3. If we require the product returned then we will pay for the return shipping.
4. We will either replace it with free shipping or refund the amount paid for the product plus the shipping charge for the product. Please be aware that if the product was sent with other items the shipping refund will be proportional.

Should the cost of shipping for a replacement exceed the cost of the goods itself, we reserve the right to issue a credit/refund instead, or will offer to ship a replacement item with your next order.

Incorrect Orders:

If we mistakenly send you the wrong product or if an item is missing then please email us within 14 days and we will either refund/credit you or dispatch the correct product immediately with free shipping. If we require a return of the incorrect product then we will pay for the return shipping.

Should the cost of shipping the missing item exceed the cost of the goods itself, we reserve the right to issue a credit/refund instead, or will offer to ship a replacement item with your next order.

Refused Delivery: Local import taxes, sales taxes and customs duties are outside of our control and responsibility, they are charged by the authorities in your destination country. Should you refuse the delivery due to unwillingness to pay these charges or for any other reason, then we operate the following returns policy.

Upon return and receipt of the goods, we will refund you the cost of the goods minus a 25% restocking fee. We do not refund the shipping costs. We reserve the right to make the following further deductions from the refund:

1. If the order was placed with Free Shipping then we will deduct the cost of the shipping charges from the refund.
2. If there are any associated return shipping costs then these will be deducted from the refund.
3. The value of any damaged goods will be deducted from the refund.

Address Accuracy

Customers are responsible for providing accurate shipping information during the order process. In the event that a package is returned to our local courier due to an incorrect or incomplete address provided by the customer, *Tea Tavern* cannot be held accountable. We regretfully cannot offer refunds or replacements for such cases and cannot assume responsibility for any communication issues arising from inaccurate address details. We strongly advise customers to thoroughly review their shipping information before finalizing orders to ensure successful delivery.

This being said, it is possible that we can get the address corrected if you contact us before we ship the product. So should you realize you sent to the wrong address, feel free to contact and inform us at support@tea-tavern.com. Please include the following information in the initial email:

- "Accidental Wrong Address" in the subject line
- Order number
- The Inaccurate address
- The accurate address
- The receipt email to help with reprocessing, if possible

Uncollected/Undelivered parcels returned to us

Should a parcel be returned to us we will write to you to organize re-delivery. If we do not hear from you after 30 days of emailing then we will return the products to stock pending your reply. A credit or refund can be organized once you reply minus any restocking charges and cost of loss of products which cannot be restocked.

Missing Packages

Tea Tavern endeavors to ensure the safe delivery of all packages. However, once a package has been confirmed as delivered by the carrier, we are unable to assume liability for any subsequent loss or theft. In the event of a missing package that has been marked as delivered, customers are encouraged to contact the carrier directly to file a claim. *Tea Tavern* will provide assistance and necessary documentation to support such claims to the best of our ability. We regretfully cannot offer replacements or refunds for packages confirmed as delivered by the carrier but subsequently reported as missing.

Processing Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we've approved your return, please contact us at support@tea-tavern.com

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