

## SHIPMENT POLICY

Orders are processed by our logistic department in 1-2 working days from the date of the order.

Delivery normally takes place within 3-5 working days from when the order is assigned to the courier throughout the USA.

The items are delivered by the courier in charge from Monday to Friday during office hours.

During Sales, Black Friday and Christmas period, shipments may take longer, due to the amount of orders received.

We remind you that shipments and deliveries are not made on weekends and during national holidays.

We recommend that you choose a shipping address where someone can pick up the shipment for you. If you prefer to receive your order at the office or at a reception, please also indicate the name of the reference person.

We always advise you to follow the status of the shipment with the tracking number that you received by email at the time of shipment of your order, you can check the status of the order at any time!

Please note that it is not possible to change the delivery address once the order has been shipped

At the moment of delivery of the products, we always invite you to check:

- The number of items delivered corresponds to the ones indicated in the transport document.
- The item is intact, not damaged, nor wet or altered, even in the closing materials (adhesive tape or metal straps).

What should I do if my product is damaged or if there are missing items?

If you have received your order and the item is damaged we advise customers to sign subject to checking/verification and report it to the courier during delivery.

Send some pictures of the damaged package to the Customer Service at [service@llamama.com](mailto:service@llamama.com)

In case of missing items, please notify it to the Customer Service at [service@llamama.com](mailto:service@llamama.com) specifying exactly which items are missing.

What should I do if I didn't get the product?

The couriers do their best to ensure you receive the order in time and in the best condition.

However, despite all the attention, some inconvenience may happen.

If the tracking highlights a problem with the shipment of your order, we invite you to contact the courier directly to receive further information.

In case the courier requires us to act (as sender) please contact the Customer Service within 14 days from the shipment of the order.

