

Shipping Policy

Last Updated: [Insert Date]

1. Introduction

At **Vinum Figura**, we aim to deliver your orders promptly and securely. This Shipping Policy outlines the terms and conditions for shipping our wine products.

By placing an order on **vinumfigura.sk**, you agree to the terms outlined in this policy.

2. Shipping Destinations

We currently ship to the following regions:

- Slovakia
- European Union countries (specific availability depends on local regulations)

If you are unsure whether we ship to your location, please contact us before placing an order.

3. Shipping Times & Processing

- **Order Processing:** Orders are typically processed within **1-3 business days**. During high-demand periods, processing may take longer.
- **Standard Delivery:** Estimated delivery times depend on the destination:
 - Slovakia: **2-5 business days**
 - EU Countries: **5-10 business days**
- **Express Delivery:** Available for selected regions at an additional cost.
- Orders are not processed or shipped on weekends and public holidays.

You will receive an email confirmation with tracking details once your order has been shipped.

4. Shipping Fees

- Shipping fees are calculated at checkout based on the destination and order weight.
 - Free shipping may be available for orders exceeding a specified amount. This will be indicated on our website.
 - Any applicable customs duties or taxes are the responsibility of the customer.
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5. Packaging & Handling

- All wine bottles are securely packaged to prevent damage during transit.
 - In the rare case of breakage, please refer to our **Refund Policy** for further instructions.
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6. Delivery Issues

- If your order does not arrive within the estimated timeframe, please contact us at **info@vinumfigura.sk**.
 - If a package is marked as "delivered" but not received, please check with your local courier or neighbors.
 - We are not responsible for delays caused by unforeseen circumstances (e.g., weather, customs processing).
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7. Address Accuracy

- Please ensure that the shipping address provided is accurate. We are not responsible for lost orders due to incorrect address details.
 - If you notice an error after placing an order, contact us immediately. Address changes may not be possible after dispatch.
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8. Damaged or Lost Shipments

- If your order arrives damaged, contact us within **48 hours** with photos of the damaged items and packaging.
 - If a shipment is lost in transit, we will work with the courier to resolve the issue. Refunds or replacements will be provided in eligible cases.
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9. Contact Us

For any shipping-related questions, reach out to us at:

Email: info@vinumfigura.sk

Address:

J.F.A. Invest, s.r.o.
Jabloňová 8
931 01 Šamorín

Phone: +421 910 878 886

Thank you for shopping with **Vinum Figura!** We appreciate your trust in our products and services.