

PROCESSING TIME

Ready-to-ship shawls will be shipped within 24h after receiving the payment (excluding weekends).

Made-to-order shawls will be prepared and shipped within 14-28 days unless stated otherwise.

Payment is expected at the time of purchase, please note orders are not started until payment is complete.

SHIPPING

Standard shipping is free.

All orders ship via Poczta Polska worldwide and are provided with tracking ID.

The delivery time vary from 7 to 28 days depending on destination.

Please note: this shipping option does not include insurance. Crowmad will not issue a refund in case the item gets lost.

Express delivery shipping.

All orders are shipped worldwide via EMS courier service.

The parcel is insured, provided with tracking ID and delivered within few days.

The cost of express shipping is calculated individually for each order depending on the destination.

If you are interested in the express shipping option contact me for details here: sara@crowmad.com

Import duties, taxes or other charges are NOT included in the price of the product or shipping cost. These charges are the buyer's responsibility. You should check with your country's customs office to determine these additional costs prior to buying.

RETURNS AND EXCHANGES

Silk Shawls

Exchanges are given on individual basis. If you are unhappy with your order contact me upon receiving the parcel.

Returns can be made within 14 days of receipt.

The shawl must be in original condition. Unworn, clean, with tags intact and in original packaging.

Refund will be issued only after the shawl has been received and inspected.

Shipping costs are buyer's responsibility. Shipping option with tracking ID is recommended. Proof of shipment needs to be provided via email.

Wool Shawls

Because of the nature of creation process no two pieces can be made exactly the same. All hand felted shawls are one of a kind custom orders. Each shawl has its own details and irregularities which represent its unique quality.

If you are unsure about the sizing or any other detail please contact me before placing an order - sara@crowmad.com

Due to bespoke nature of all pieces I do not accept returns or issue refunds unless the shawl is defective upon receipt.