

SHIPPING & DELIVERY POLICY

At Lovqa, we strive to deliver your purchases in a timely and efficient manner. Our shipping policy is designed to provide you with various delivery options and ensure that your order reaches you as expected.

Shipping Partner

We collaborate with multiple logistics providers to offer a range of delivery options suitable for different types of orders. The choice of logistics provider depends on the size and specifics of the order.

Order Processing Time

All orders are packed and prepared within up to 2 working days from order confirmation. Working days are Monday to Friday, excluding UK public holidays. During peak periods, including seasonal promotions and holidays, processing times may be extended. Any significant planned delays will be communicated via our website or official social media channels.

Shipping Method

We primarily ship orders using a tracked 48-hour delivery service. The selected courier may vary depending on parcel size, destination, or operational requirements. Tracking details will be provided where applicable once the order has been dispatched.

Delivery Time

Delivery typically takes up to 7 working days from order confirmation. While most parcels arrive sooner, delivery times may vary depending on: Destination, Courier performance, Seasonal demand, Circumstances beyond our control.

Delivery timeframes are estimates and are not guaranteed.

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Delays

Although we aim to meet the stated delivery timeframe, delays may occur due to courier issues or other unforeseen circumstances. Will Do Studio Ltd is not responsible for delays caused by third-party logistics providers. However, we will assist customers in tracking shipments and resolving delivery issues where possible.

If your order has not arrived within 7 working days from confirmation, please contact us at: hello@willdostudio.co.uk We will investigate the delay and advise you on the next steps.

Risk and Responsibility

Risk of loss or damage to goods passes to the customer upon delivery to the address provided at checkout. It is the customer's responsibility to ensure that delivery details are accurate at the time of ordering.

Incorrect Address Information

If an incorrect or incomplete address is provided and the parcel is returned to us, additional shipping charges may apply for redelivery.

Seasonal and Exceptional Delays

During busy periods such as holidays or promotional events, delivery times may be extended. We will provide updates through our website or official social media platforms where applicable.