

Fulfillment Policy

Order fulfillment time

We know how important it is to get the Bunny to you on time, so we start making it as soon as your order is confirmed. Order confirmation is 100% payment.

Each Zaykutie is handmade for the customer. The production time depends on the complexity according to the series:

Series	Time, days
Classic	2-3
Diamonds	2-3
Fantasy	2-3
Pret-a-Porter	1-3
Angels	2-3
Silver	7
Gold	7
Bespoke look	21

On the eve of holidays (Christmas, Valentine's Day, Mother's Day, Easter), processing time may be extended due to high volume of orders.

Delivery times

We ship worldwide using either EMS Express or DHL Express, depending on the country of destination. International deliveries take 14-21 working days to reach their destination.

International Delivery

The list of countries available for shipping can be found in the drop down list during checkout. If your country is not on this list, please contact us at sales@zaykutie.com.

Import Tax and Duties

Shipments may be subject to import duties and taxes, which are levied once a shipment reaches the destination country.

Additional charges for customs clearance are outside of our control and must be paid by the customer but we will ensure we include all the necessary paperwork to ensure a smooth transit through customs. A Customs Label containing an item description, Country of Origin and valuation of contents is added to your package by our warehouse team and you will be notified by our courier of the customs charges. This must be paid by you before delivery will be made. A delay in payment will affect your delivery time and may result in your order being returned to us and cancelled.

Returns and Refunds

At Zaykutie, we want to make sure each of our clients is happy with their purchases. If for some reason you would like to return an item, we will be happy to assist. A refund is available with the original proof of purchase from zaykutie.com. A refund or credit will be issued for the purchase price depending on the item(s) returned. Please note that shipping fees are non-refundable.

We gladly accept returns for exchange or refund within 30 days. Please save your receipt. If you have any questions about this guarantee, please contact us at sales@zaykutie.com.

Cancellation

An order is considered successful and will not be processed until payment has been received. If you wish to cancel an order that has already been paid for and receive a refund, please contact us at sales@zaykutie.com as soon as possible. You cannot cancel an order yourself.

We reserve the right to cancel and refund orders that are deemed fraudulent by our online systems. This is for the security of both Zaykutie and our customers.

We have the right to cancel orders if the number of products ordered exceeds our quantity limits.

Last Updated: 01/17/2024