

## **Shipping & Returns**

### **Shipping**

KONYSSA currently ships primarily within Switzerland via Swiss Post.

- In-stock jewellery is usually dispatched within 2–6 business days after payment has been received.
- Custom-made or made-to-order jewellery may require up to 30 business days for production.
- The applicable delivery time for each item is indicated on the relevant product page.

International shipping may be available upon request. If you would like your order delivered outside Switzerland, please contact us before placing your order.

Please note that any customs duties, import taxes or country-specific charges are the responsibility of the buyer.

### **Returns**

If you wish to withdraw from your purchase, you may return your item within 14 days of receipt, subject to the conditions below.

Returned items must be:

- unused,
- undamaged, and
- returned in their original packaging.

The cost of return shipping shall be borne by the buyer.

Refunds will be processed after the returned item has been received and inspected.

Please note that custom-made or personalised jewellery cannot be returned.

For return requests or questions, please contact:

[konyssa@konyssa.com](mailto:konyssa@konyssa.com)