

## TERMS & CONDITIONS

The visit or purchase of Products offered on the website [www.johannaparv.com](http://www.johannaparv.com) is subject to these General Terms which you automatically accept.

## PRE-ORDERS

All the pre-ordered items that are ordered before 14th of January 2022 will be shipped between 14th-28th of February 2022.

Working exclusively via pre-orders allows young brands to produce only what they sell. When you submit a pre-order, we will make your piece especially for you! Pre-orders finance production costs upfront, meaning that young brands can function without high-risk initial investments. Moreover, it is more sustainable as no stock will go to waste.

## PRODUCTION

Johanna Parv pieces are made to high-end standards, carefully crafted and hand-made in London, UK. All of the pieces are made on demand and pre-order only with some exceptional pics that have limited prices in stock. Please check the information for each piece and contact us about any special enquiries.

## SHIPPING AND DELIVERY (Items in Stock)

We aim to ship all orders within 1-2 working days of purchase date. Deliveries are made Monday to Friday 9am-6pm. Delivery times should be used as a guide, kindly note delivery may take longer depending on the delivery location, transit delays, or customs clearance. If you have any questions or specific requirements, our team will be happy to assist you at [info@johanna-parv.com](mailto:info@johanna-parv.com)

UK £8.00 (3-5 WORKING DAYS DELIVERY)  
Europe £15 (5-7 WORKING DAYS DELIVERY)  
Rest of the world £23 (7-10 WORKING DAYS DELIVERY)

Carrier used : Royal Mail Tracked & Signed

Customers are responsible for providing a correct delivery address. Johanna Parv will not be liable for missing orders due to an invalid address provided. In case of re-delivery, costs will be at the customer's charge. We ship from our studio in the United Kingdom. Our prices include 20% VAT for products delivered within UK. For any delivery destinations outside of UK, Please note that delivery outside of the UK may be subject to local import taxes, which are your responsibility where they apply in any destination outside of UK. We are not responsible for any parcels returned for unpaid custom fees and will not issue refunds under these circumstances. Any delay in paying these customs fees will result in a delay of delivery of your order. For any other delivery enquiry, Please get in touch with [info@johanna-parv.com](mailto:info@johanna-parv.com)

You will be sent a confirmation email after your order is placed. Once your order has been shipped, you will receive a dispatch email with a tracking number.

## EXCHANGES/RETURNS

Pre-order items are non-exchangeable and non-returnable. Orders cannot be cancelled after purchase. This is due to the drop's 'made to order' model, where each item will be produced after its sale, following customers individual specifications of size and colour.

## ALL OTHER ORDERS

We gladly accept exchanges or refunds within 7 days from the receipt of your order. The returned items must be sent back in the original condition with all packaging and materials received with the order (bags, wrappings, tags etc.). Refunds will be processed within 7-14 days from the arrival date. Please note all return shipping and import fees are at the sole responsibility of the customer. In order to start the exchange or refund process, our team will be happy to assist you at [info@johanna-parv.com](mailto:info@johanna-parv.com)

## PAYMENTS

We accept Debit/Credit cards, Paypal and Apple Pay. All payments are carried out securely using certified PCI compliant service providers.

## CONTACTING US

In order to answer any questions, amend any personal information, or address any complaints or issues, our team will be happy to assist you at [info@johanna-parv.com](mailto:info@johanna-parv.com)