

Customer Service

Contributed by Ligita
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Payment

You can make payments directly at our website with your PayPal account. PayPal is a worldwide and trusted internet payments service, and this service is easy to use. At the checkout you will be directly forwarded to a PayPal payments site and there you will be able to choose, whether you want to pay directly by credit card or your PayPal account. If you don't have a Pay Pal account yet, click to get one now .

All payments are accepted in EUR. Non-EUR payments will be converted into EUR according to the day's exchange rate.

Return policy

Return of goods is available only in the cases of quality faults which were made by manufacturer. If you would like to exchange it for other goods, that is also possible. In any case, we would like you to contact us via e-mail and we will respond to you within 24 hours.

IMPORTANT- Shipping fee is not refundable.

Shipping

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We ship anywhere in the world. The items are delivered within 10-15 days. Allow up to 20 days delivery time for customized items. Shipping within EU is fully automatic, for shipping outside EU, you still can make your order via our website until the moment when you get to PayPal payments site. Then just write us a confirmation note via e-mail (info/-at-/natural-linen.com), so we would know your order is confirmed. We will get back to you within 24 hours with shipping fare quote.

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We always use reliable shipping service (UPS, DPD) and are able to track your package to ensure smooth delivery.

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The shipping cost depends on the total weight of order and which zone the package needs to be shipped to. Fares for Europe are listed below:

Countries

up to 3 kg, EUR

3-20 kg, EUR

Poland

30

35

Austria, Belgium, Czech
Republic, Denmark, Luxembourg, Netherlands, France, Slovakia, Germany

38

46

Great Britain, Italy, Slovenia, Sweden, Hungary

45

52

Ireland, Bulgaria, Spain, Portugal, Romania

69

Privacy Policy

We will not use your information for more than ensuring the transactions in this store. Your data will not be distributed to third parties.