

[Click here](#) for shipping & estimating - time and cost.

### Shipping & Returns

**MarkaStore** is committed to maintaining your trust and confidence.

The vast majority of our orders are shipped within **3 business days** since placing it, but processing time of your order can vary from **2-5 business days**, depending on product availability.

Shipping Exception: We don't sell/ship any of the products manufactured by Farmec SA or Zentiva NV (Gerovital H3 all lines, Gerovital Plant, Aslavital brands) to any residents of the California-US state. This also apply to clients located in any other US state except California-US who intend to re-sell these products to a California-US residen

When you place an order, we will estimate shipping and delivery dates for you based on the availability of your items and the shipping options you chose. Depending on the shipping provider you choose, shipping date estimates may appear on the shipping quotes page. Here you have some examples:

#### Priority Air Mail:

- Europe: 6-10 business days

- North and Central America: 6 - 14 business days
- Asia, Africa, South America, Australia, other: 6 - 18 business days

### **Non-Priority Ground Mail:**

- Europe: 8 - 20 business days
- North and Central America: 10 - 20 business days
- Asia, Africa, South America, Australia, other: 10 – 28 business days

### **EMS - Fast Delivery**

- Between 4 – 8 business days depending on region

Please also note that the shipping rates for all items we sell are weight-based. The weight of any such item is visible on the checkout page. To reflect the policies of the shipping companies we use (the Romanian National Post), all weights will be rounded up to the next full kilogram.

0.2 kg for each package will be added to the total weight of your parcel.

You can also use our [SHIPPING CALCULATOR](#) to estimate your shipping cost for some regions, carriers and weights.

### MarkaStore Return Policy

You may return any unopened items within **30 days** of delivery for a full refund. We will also cover the return shipping costs if the return is a result of our error (you received an incorrect or defective item, etc.).

You should expect to receive your refund within **5 - 10 business days** of receiving your returned items at our headquarter. This time period is needed to process your return once we receive it and to process through our bank your refund request.

Refunds will only be issued to the original credit card that you use when placing your order.

Please send your refund to the following address:

### SKIN ATTRIBUTE SRL

Policlinicii 1A, Ciorogirla

Ilfov, 077055

Romania

We kindly recommend you to use a recorded delivery service.

### **Damages:**

Please inspect the packaging of your item(s) when they arrive, if you notice any damage you should make note of it when signing for delivery. If your item(s) do arrived damaged please send photos to [returns@markastore.com](mailto:returns@markastore.com) and we will process an insurance claim on your behalf.

We will refund shipping costs if there is a fault with the product. However, we cannot accept responsibility for return or re-shipping costs incurred when returning non-faulty items.

We would love to hear from you on any aspects of our service. Please email your thoughts and suggestions to [\*\*support@markastore.com\*\*](mailto:support@markastore.com).