Shipping Information

Shipping, Returns & Warranty · https://imiyoo.com/FAQ/shipping-information/

At IMIYOO Jewelry, most of our jewelry is made to order, and we also offer a limited selection of in-stock pieces.

Shipping timelines vary depending on the item you choose. Here's what to expect when placing an order with us.

1. Order Processing & Production Time

In-Stock Jewelry

In-stock pieces are already made and do not require the standard made-to-order production period. Once your payment is confirmed, we'll prepare your jewelry for shipment, including any necessary final checks and packaging.

The estimated dispatch timeframe for an in-stock item will be confirmed with your order.

Made-to-Order Jewelry

Most IMIYOO pieces are made specifically for you.

After payment, our team confirms the necessary product details and prepares the CAD design for your approval before production begins.

Standard production typically takes **7–15 business days after the required design approval**.

Custom Jewelry

For original custom designs, we'll first confirm your requirements and prepare a CAD design for review.

CAD preparation typically takes **2–4 business days** once the necessary details and payment arrangements are confirmed.

After you approve the final CAD design, production typically takes **7–15 business days**.

More complex designs may take longer. We'll discuss any additional production time with you.

All production estimates exclude weekends and applicable holidays.

2. Shipping Rates & Carriers

We offer a flat international shipping rate of **$30 USD per order**, regardless of the number of jewelry pieces purchased.

We arrange international shipping through carriers such as DHL, FedEx, and UPS.

If your order contains multiple pieces, we'll normally ship them together once everything is ready.

If you'd prefer separate shipments, contact us in advance. We'll check the available options and confirm any additional shipping costs before proceeding.

3. Estimated Delivery Time

International delivery typically takes **around 5 days after dispatch**, depending on your destination and the carrier.

Please note:

- Delivery time does not include order preparation, CAD design, or production.
- In-stock and made-to-order items have different preparation timelines.
- Customs clearance, carrier operations, weather, holidays, and other circumstances may affect delivery.

Shipping estimates are not guaranteed delivery dates.

If we expect a delay beyond the communicated shipping timeframe, we'll contact you with an update and available options in accordance with applicable law.

4. Customs Duties & Import Taxes

Our $30 shipping fee does not include import duties, taxes, or customs clearance fees that may be charged by your destination country.

If applicable, these charges are the recipient's responsibility and may need to be paid directly to the carrier or customs authorities.

Charges vary depending on your destination and local import regulations.

If a package is held or returned because the recipient refuses to pay applicable import charges, the recipient may be responsible for reasonable, documented additional costs resulting from that refusal.

5. Shipping Address & Delivery

Please check your shipping address and contact information before completing your order.

If you need to change your address, contact us as soon as possible. Changes after dispatch may not always be possible.

Additional carrier charges resulting from an incorrect address provided by the customer or a customer-requested change are generally the customer's responsibility.

If an address or shipping error is caused by IMIYOO, we'll cover the resulting additional shipping charges.

Please also follow any reasonable delivery or collection instructions from the carrier. Uncollected packages may incur additional charges depending on the circumstances.

6. Delayed, Lost or Damaged Packages

We carefully prepare and package every jewelry order before shipment.

If your package is significantly delayed, lost, or arrives damaged, please contact us with your order number and relevant details.

For damaged shipments, please keep the original packaging and take photographs of the package and affected jewelry.

We'll work with our shipping partner to investigate the issue and keep you informed.

Any replacement, refund, or other resolution will depend on the circumstances and your rights under applicable law.

7. Contact Us

Have a question about production, shipping, or an existing order?

Email us at **sales@imiyoo.com**.

For order-related inquiries, please include your order number so our team can assist you more efficiently.

Shipping and production estimates are provided for guidance. Nothing in this policy limits any rights you may have under applicable consumer protection laws.