

Shipping policy

Shipping Policy Daja Skincare

Order process

All orders are processed within 1 to 2 business days (excluding weekends and holidays) after receiving your order confirmation email and your payment.

If the products are not in stock, you will receive an e-mail from us with the expected delivery time. If delivery is not possible within the stated days as mentioned in the overview below, you will receive an e-mail from our customer support.

When your product has been shipped you will receive a notification with a track and trace code. If your order cannot be delivered within 30 days due to distributor delivery problems, you have the right to cancel the order free of charge.

Delays due to high volume of orders (for instance during Christmas time) or (local) postal service problems are outside of our control and therefore we are not accountable if we cannot meet the stated delivery time. If you have any questions regarding our order process please email our customer support at sales@dajaskincare.com

Domestic Shipping Rates and Estimated delivery time

We offer all of our domestic customers a reduced shipping fee. Shipping charges for your order will be calculated and displayed at checkout. We ship our products from The Netherlands.

We offer multiple shipping fees:

Country	Order amount	Estimated delivery time	Shipping fee
The Netherlands	up to €75	1-2 days	€7.50
	€75- €125	1-2 days	€5.00
	€125 and up	1-2 days	FREE of charge

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International Shipping Rates and Estimate delivery time

We offer all of our international customers a reduced shipping fee. Shipping charges for your order will be calculated and displayed at checkout. We ship our products from The Netherlands to: Belgium, Denmark, Germany, France, Italy, Luxembourg, Austria, Spain, Sweden, Poland, Portugal, Estonia, Finland, Latvia, Lithuania, Malta and Norway.

Country	Order amount	Estimated delivery time	Shipping fee
Belgium	up to €75	1-2 days	€7.50
	€75 - €125	1-2 days	€5.00
	€125 and up	1-2 days	FREE of charge
Denmark	up to €75	2-3 days	€10.00
	€75 - €130	2-3 days	€7.50
	€130 and up	2-3 days	FREE of charge
Germany	up to €75	2-3 days	€10.00
	€75 - €130	2-3 days	€7.50
	€130 and up	2-3 days	FREE of charge
France	up to €75	2-4 days	€10.00
	€75 - €130	2-4 days	€7.50
	€130 and up	2-4 days	FREE of charge
Italy	up to €75	2-5 days	€10.00
	€75 - €130	2-5 days	€7.50
	€130 and up	2-5 days	FREE of charge
Luxembourg	up to €75	1-2 days	€10.00
	€75 - €130	1-2 days	€7.50
	€130 and up	1-2 days	FREE of charge
Austria	up to €75	3-5 days	€10.00
	€75 - €130	3-5 days	€7.50
	€130 and up	3-5 days	FREE of charge
Spain	up to €75	3-5 days	€10.00
	€75 - €130	3-5 days	€7.50
	€130 and up	3-5 days	FREE of charge
Sweden	up to €75	2-5 days	€10.00

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	€75 - €130	2-5 days	€7.50
	€130 and up	2-5 days	FREE of charge
Poland	up to €75	2-4 days	€10.00
	€75 - €130	2-4 days	€7.50
	€130 and up	2-4 days	FREE of charge
Portugal	up to €75	3-5 days	€10.00
	€75 - €130	3-5 days	€7.50
	€130 and up	3-5 days	FREE of charge
Finland	up to €75	3-6 days	€10.00
	€75 - €130	3-6 days	€7.50
	€130 and up	3-6 days	FREE of charge
Latvia	up to €75	3-6 days	€10.00
	€75 - €130	3-6 days	€7.50
	€130 and up	3-6 days	FREE of charge
Malta	up to €75	3-6 days	€10.00
	€75 - €130	3-6 days	€7.50
	€130 and up	3-6 days	FREE of charge
Estonia	up to €75	4-6 days	€10.00
	€75 - €130	4-6 days	€7.50
	€130 and up	4-6 days	FREE of charge
Lithuania	up to €75	4-6 days	€10.00
	€75 - €130	4-6 days	€7.50
	€130 and up	4-6 days	FREE of charge
Norway	up to €75	5-12 days	€10.00
	€75 - €130	5-12 days	€7.50
	€130 and up	5-12 days	FREE of charge

Your order may be subject to import duties and taxes (including VAT), which are incurred once a shipment reaches your destination country. AHAVA Cosmetics is not responsible for these charges if they are applied and are your responsibility as the customer.

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How do I check the status of my order?

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within X days of receiving your shipping confirmation email, please contact us at sales@dajaskincare.com with your name and order number, and we will look into it for you.

Refunds, returns, and exchanges

We accept returns up to 21 days after delivery, if the item is unused, unopened and in its original condition, and we will refund the full order amount minus the shipping costs for the return. For the full description of our return policy [click here](#).

In the event that your order arrives damaged in any way, please email us as soon as possible at sales@dajaskincare.com with your order number and a photo of the item's condition. We address these on a case-by-case basis but will try our best to work towards a satisfactory solution.

If you have any further questions, please don't hesitate to contact us at sales@dajaskincare.com.