

1. DELIVERY & SHIPPING POLICY

- 1.1 Items are not necessarily consolidated and may arrive at different times.
- 1.2 Timelines will depend on the nature of the ordered item/s. While WWC makes every effort to meet any date or time specified for the manufacture or delivery of ordered item/s, all dates and times provided by WWC, or its suppliers are estimates only.
- 1.3 WWC is reliant on the stock availability of its suppliers and/or manufacturers, should the ordered item/s not be stock, the delivery time could be longer than the estimated delivery time. Please read the additional information in the cart of the item/s to know the estimated production time until dispatch.
- 1.4 Production of any item/s will only commence on receipt of an official order and payment from the Customer. Full payment of the purchase price and delivery charges is required before the ordered item/s is delivered to the Customer. The item/s remain the property of WWC until payment is received in full in respect of all applicable charges.
- 1.5 Orders will be shipped internationally to an address within the United States, Mexico, Europe and the United Kingdom. All other countries will have to be quoted individually.

2. SHIPPING TYPES:

2.1 Parcel Delivery (FedEx)

- 2.1.1 Delivery to the Customer's delivery and/or billing address is available for most items, including furniture and oversized items.
- 2.1.2 WWC uses FedEx International Priority Shipment and FedEx Priority International Freight for all their shipments.
- 2.1.3 Please note that for all items that are considered freight, a shipment quotation must be requested from WWC. WWC will provide a quote to each Customer for shipment charges according to the item/s ordered.

2.2 Rate Fee Delivery

2.2.1 Furniture and oversized items that exceed parcel carrier shipping weight limits are delivered to the Customer's delivery and/or billing address.

2.2.2 A custom delivery fee will be quoted to each Customer for all countries outside the country list provided by WWC.

3. ACCESSORY ITEMS:

All in-stock orders are processed and shipped for delivery within 2 to 3 business days.

4. BEAUTY ITEMS:

All in-stock orders are processed and shipped for delivery within 2 to 3 business days.

5. DÉCOR ITEMS:

Manufacturing lead time is 10 to 12 business days. Thereafter, orders are processed and shipped for delivery within 2 to 7 business days for domestic deliveries.

6. LARGER ITEMS AND FURNITURE:

6.1 Manufacturing lead time is 3 to 8 weeks. Thereafter, for domestic deliveries:

6.1.1 2 to 7 business days via courier delivery to the Customer's delivery and/or billing address; and

6.1.2 delivery hours are between 09h00 to 17h00 Monday to Friday, excluding Public Holidays.

6.2 For international deliveries:

6.2.1 5 to 7 business days via International Priority shipping pending customs;

6.2.2 7 to 10 business days via International Priority Freight pending customs; and

6.2.3 delivery hours for international deliveries will be confirmed by WWC via the email address and/or contact number provided by the Customer.

6.3 Delivery quotations may be increased if:

6.3.1 the courier has to collect or deliver the ordered item/s above a second floor;

6.3.2 the stairs, lifts or doorways at which the courier must uplift or deliver the ordered item/s are inadequate for easy delivery; and

6.3.3 the road or approach is unsuitable for the courier service vehicles, unless the Customer advised WWC or its couriers in writing of these problems before WWC prepared the quotation.

7. NOTES ON DELIVERIES

7.1 Furniture items are delivered separately to other items.

7.2 Please ensure that sufficient space is provided for to receive the ordered item/s upon delivery.

7.3 WWC and its couriers are not able to hoist the ordered item/s onto balconies in office or apartment complexes and/or buildings.

7.4 Some items shipped directly from our suppliers may take longer, as many are made to order, and items ordered together may not arrive in the same delivery.

7.5 Our shipping and processing fees cover the processing, handling, packaging and delivery of the Customer's order. Delivery fees do not include surcharges (VAT and Duties) that may apply to some ordered item/s. All shipping rates will be displayed at checkout excluding Taxes and Duties*.

7.6 Upon delivery of the Customer's order, a delivery note will be issued for signature, reflecting the item/s that are being delivered or collected. Our couriers will always provide the Customer with an opportunity to inspect the item/s before the Customer accepts the delivery. Any failure to do so shall be at the Customer's risk and may compromise his/her/its ability to return an item/s due to defects and/or damage.

- 7.7 Although reasonable care shall be taken, WWC cannot accept responsibility for incorrect delivery details that have been provided to WWC or its couriers, or if an unauthorised person at the Customer's chosen delivery and/or billing address accepts the delivery of the order. WWC or its couriers do not verify the identity of the person at the delivery and/or billing address who signs the delivery note.
- 7.8 WWC assumes no liability for orders shipped to incomplete or incorrect shipping addresses supplied by the Customer. Any additional fees for such orders will be the responsibility of the Customer. If the ordered item/s is refused upon delivery at an incomplete or incorrect address, the Customer will be responsible for all shipping charges incurred for the return of the ordered item/s.
- 7.9 All risks in the ordered item/s shall pass to the Customer upon delivery.