



Shipping Policy

Thank you for visiting and shopping at Cellulim. Following are the terms and conditions that constitute our Shipping Policy.

Domestic Shipping Policy

Shipment processing time

All orders made before 2:00PM are processed within 2-3 business days. Orders are not shipped or delivered on Sunday or holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout.

Destination	Shipment method	Estimated delivery time	Shipment cost
Worldwide	DHL	5-20 business days	Free

Delivery delays can occasionally occur.

Shipment confirmation & Order tracking

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

Customs, Duties and Taxes

Cellulim is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

Damages

Cellulim is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

Returns Policy

We strive to deliver you the best in quality and value, if for any reason you are not satisfied with your order we are happy to take back the product and issue you a full refund of your purchase.

1. Products can only be returned if they are still in their original condition and packaging. Used products, or products damaged by the customer will not be eligible for refund.
2. Request your Return Authorization Number and by emailing info@cellulim.com with a detailed reason for return and pictures or a video of the product that supports your reason. Upon approval you will receive the RA# and the address of the closest warehouse where you can mail the product you would like to return.
3. To assure your refund please use a trackable mail service, we will not be responsible for lost or missing packages.
4. Upon the receipt of your package, your products will be examined and a full refund will be issued to your original method of payment. A refund receipt will be emailed to the email address you used when making your original purchase.

Our Return & Refund Policy provides more detailed information about options and procedures for returning your order.