

WEBSITE LEGAL -----

Shipping & Delivery Policy

Delivery, insurance and customs

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01 Where we ship

We deliver within the United Arab Emirates and internationally. Certain Items, including those made from exotic or protected animal materials, may be available for UAE delivery only (see clause 7).

02 Complimentary insured delivery

Standard-catalogue orders are normally shipped with complimentary, fully insured, tracked delivery, whether within the UAE or internationally, and we honour this as our standard offer. In most cases there is no delivery charge to the Buyer; the cost of carriage and insurance is included in the price. Our complimentary-shipping offer, including any qualifying conditions, order thresholds, eligible destinations and exclusions, is as set out on collectdxb.com at the time of your order, and the terms shown on the Site at that time apply to your order. Complimentary shipping applies to orders at or above the minimum order value stated on the Site; orders below that threshold do not qualify for complimentary shipping, and a delivery charge applies. Where a charge applies, it is displayed and calculated at checkout on collectdxb.com before you place your order, so you see the exact amount and can review it before paying; no shipping charge is ever added after your order is completed. The threshold and any delivery charges are set on the Site and may vary, and the figures shown on the Site at the time of your order apply. We may vary the offer or the threshold from time to time by updating the Site, but any change applies only to orders placed after it is posted and never to an order already completed. Complimentary international shipping is offered rather than guaranteed: where the cost of insured carriage to a particular destination is disproportionately high, we may ask the Buyer to contribute to, or cover, the shipping and insurance cost. Any such charge will be shown to, and agreed with, the Buyer before the order is completed, and will never be added after purchase without your agreement.

03 Processing and dispatch

Orders are processed once payment has cleared. We aim to dispatch within one to two business days. High-value Items may take longer where additional verification or secure-carrier booking is required.

04 Carriers

Orders are shipped via DHL Express with shipment value protection. For higher-value Items, we may arrange an alternative fully insured, tracked service appropriate to the value, at our discretion.

05 Insurance in transit and risk

All shipments are insured in transit to their declared value while in the custody of our nominated carrier. We declare the full value on all shipments and do not under-declare. Risk in an Item passes to you on delivery to you or your nominated address or recipient.

06 Tracking, signature and failed delivery

You will receive tracking details once your order ships, and deliveries require a signature. Please provide accurate delivery and recipient details; we are not liable for loss or delay caused by incorrect details or a failure to take delivery. If a parcel is returned to us undelivered, any re-delivery or return costs may be passed on to you.

07 Customs, duties and protected materials

For deliveries outside the UAE you are the importer of record and are responsible for all import duties, taxes, customs charges and clearance, and for meeting your country's import requirements; complimentary shipping covers carriage and insurance only and does not cover import duties or local taxes. Items made from exotic or protected animal materials (for example crocodile or alligator skin) may not be shippable across borders and are offered for UAE delivery or collection only, and only once any required UAE (MOCCAE) registration is complete, unless we confirm in writing before your order that the Item can lawfully be shipped to your destination.

08 Contact

For any delivery question, contact info@collectdxb.com.