

LUXE VEI SHIPPING POLICY

LAST UPDATED: JULY 10, 2019

1. ORDER PROCESSING

After confirming your order (including design approval and payment), we begin production.

You will receive shipping information typically within 1-2 business days after your order leaves our facility.

2. SHIPPING LOCATIONS & CARRIERS

We ship worldwide, both locally and internationally.

We partner with reputable carriers such as DHL, FedEx, UPS, and Pakistan Post.

Once your order ships, you will receive a tracking number via email or your online account.

3. SHIPPING RATES & FREE SHIPPING

Shipping costs are based on weight, dimension, destination, and chosen service level (standard or expedited).

Free shipping is available for qualifying bulk orders, see product pages or your quote for eligibility details.

Final shipping charges are calculated during checkout or specified in your quote.

4. DELIVERY TIME ESTIMATES

Destination	Approximate Delivery Time
Domestic (Pakistan)	3-7 business days
International (Express)	7-14 business days
International (Standard)	14-28 business days

Note: Delivery times may vary based on customs clearance and carrier delays during busy seasons.

5. CUSTOMS, DUTIES & IMPORT FEES

Import taxes or customs duties may apply based on local regulations.

In most cases, packages are marked as (Made in Pakistan, custom-made teamwear), which may reduce fees.

We are not responsible for fees beyond shipping costs, please verify with your local customs office before ordering.

6. RETURNED SHIPMENTS

If a package is returned due to a carrier error (e.g., delivery failure), LUXE VEi will take responsibility and arrange reshipment at no charge.

If the return is due to a customer-related issue (e.g., incorrect address or missed delivery), reshipping charges will apply.

7. MULTIPLE PACKAGES

Large or bulk orders may be split across multiple packages.

Each shipment will have its own tracking number, which will be emailed to you.

8. LOST OR DAMAGED IN TRANSIT

In the rare event of loss or damage, please contact us within 7 days of receiving notice.

We will open a claim with the carrier and work to replace your items or issue a refund, based on coverage and inventory availability.

9. IMPORTANT NOTES

Orders will ship once final payment is confirmed (including deposits if applicable). LUXE VEi is not responsible for delivery delays due to customs inspections or acts of carrier negligence.

10. CONTACT US

For questions, or concerns, please email: info@luxevei.com