

Delivery and Returns

Delivery

Your order will be shipped within 1-5 business days after receiving your payment. If an article is out of stock, you will be notified immediately. Delivery times vary depending on your location. We ship your order using the transportation services of PostNL. You will receive an e-mail containing the tracking number, so you can trace your parcel at all times.

Delays in shipping: we do our utmost to deliver your order in time. If deliveries delay, please contact us immediately.

Shipping Fees

All prices are exclusive of shipping fees. Shipping charges are added to the order and are paid by the customer. These charges are calculated by weight and/or dimensions of the parcel.

Articles Not Collected

Gaia Living cannot be held responsible for parcels not received or collected. In case parcels are not collected, they will be sent back to us. We are not responsible for items shipped back to us. We will charge the customer again for sending the package a second time if a parcel has not been received or collected on the first shipping. You could consider providing us with your work adress instead of your home adress.

100% Satisfaction

Gaia Living strives for 100% satisfaction of its customers. If one or more articles are not to your satisfaction after receiving them, you hold the right to notify us via info@gaialiving.nl within 14 days and send it back to us clearly mentioning name and order number:

Gaia Living
Oranje Nassaulaan 161
2051 HM Overveen
The Netherlands

If you do not notify us within the aforementioned time frame, the items is considered sold. The items must be undamaged and shipped to us in its original packaging. Sending the item back to us is at your own expense. We recommend you to use a track and trace code as possible loss in sending return is at your own responsibility. We will refund the purchase price of the items within 30 days after receiving the returned goods. Purchase price means the puchase amount of the item minus the original shipping charges.

International Purchases

All international non EU sales are final. Unfortunately we cannot offer returns or exchanges on international orders.

Complaints and Defects

If the outside of the packaging appears to be damaged due to transportation it is very important to notify the delivery company when you receive the parcel, or to refuse accepting the parcel. If your well packed product appears to be damaged, please contact us at info@gaialiving.nl withing 14 days after arrival. All complaints regarding damages, defects or delays in delivery should be directed at info@gaialiving.nl. Please add pictures in case of damaged goods. Note that several of Gaia Living's products are vintage or antique and show signs of wear.