

KENSINGTON & SAGE

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At **Kensington & Sage**, we are committed to ensuring that your shopping experience is as sophisticated and efficient as our products. Below, we detail our shipping and returns policy for the UK and international markets.

1. Processing and Shipping Times

All orders are processed within 1 to 3 business days. Shipments are not made on weekends or holidays.

- **Standard Shipping:** Estimated timeframe of 7 to 15 business days.
- **Express Shipping:** Estimated timeframe of 3 to 7 business days (when available).

Note: Delivery times may vary slightly during high-demand periods or due to customs processes.

2. Shipping Costs

Shipping costs for your order will be calculated and displayed at checkout. We offer **Free Shipping** for orders over a specific value, as announced in our website's top bar.

3. Shipping Confirmation and Tracking

Once your order has been shipped, you will receive a Shipping Confirmation email containing your tracking number. The tracking number will become active within 24-48 hours.

4. Customs Duties and Taxes

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

5. Return and Refund Policy

Our return policy is **30 days**. If 30 days have passed since the date of your purchase, unfortunately, we cannot offer a refund or exchange.

Return Conditions: To be eligible for a return, the item must be unused and in the same condition as when you received it. It must also be in its original packaging.

6. Refund Process

Once your return is received and inspected, we will send an email to notify you of the approval or rejection of your refund. If approved, the refund will be processed and a credit will be automatically applied to your credit card or original method of payment within a few days.

7. Damaged or Incorrect Items

If you receive a damaged product or the wrong item, please contact us immediately via our support email or WhatsApp with photos of the product's condition and packaging so that we can resolve the situation as quickly as possible.