

Shipping Policy

Thank you for visiting and purchasing in the Nilufertea online store, below are the terms and conditions that guide our shipping policy.

Shipment processing time

All products are processed within 24 to 48 hours. The order usually takes between 3 - 5 business days to be delivered, depending on your location.

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

Shipping rates & delivery estimates

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

Shipment confirmation & Order tracking

You will receive a shipping confirmation email once your order has been shipped containing your tracking numbers. The tracking number will be active within 24 hours of processing your order.

Customs, duties and taxes

Nilufertea is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipment are to be paid by the customer (rates, taxes, etc.).

Payment

We accept Bank Transfer and all major credit cards (MasterCard, visa card). Please be sure to provide your exact billing address and telephone number. Please be sure to provide your exact billing address and telephone number.

We are here to help! Please do not hesitate to submit a complaint if you have problems with your order.

Contact our customer service team by sending an email to info@nilufertea.com if you have further questions.