



DELIVERY AND RETURNS

For full and detailed information please refer to our Terms and Conditions (shop.aman.com/en/terms-and-conditions)

ORDER TRACKING

1. Before we can dispatch your purchases, we may need to confirm your details with your card issuer. We will do our best to keep delays to a minimum
2. Our delivery time starts from the moment an order is accepted and includes a 24 hour period where your items will be processed and dispatched by our warehouse.
3. Once your order has left us, you will receive an email containing an air waybill number to track its progress online. If you are a registered customer, you can also follow your delivery by signing into your account and selecting My Account, followed by Order Status.
4. We work closely with our shipping partner to minimise the potential impact of custom delays on our international customers, however delays out of our control may occur out of our control. Please contact customercare@aman.com if you experience issues with your delivery

RETURNS AND EXCHANGES

1. If for any reason you are dissatisfied with your purchase, or you make an error when ordering online, we will gladly offer a refund or exchange on all products returned to us within 14 days of your receipt, provided they are returned in their original packaging, in an unopened and unused condition.
2. Only Products purchased on the www.shop.aman.com website can be returned to Aman for a refund or an exchange. Products purchased at a resort or hotel, specialty retailer or elsewhere must be returned to their original place of purchase.
3. All Products must be returned to: Aman Customer Care, c/o The Absolute Group, Unit, 7 Dorma Trading Park, Staffa Road, London, E10 7QX, UK. Please retain your postal receipt until you are certain your parcel has been safely received by Aman. You are responsible for the shipping and additional postage charges. We may need to see this if we fail to receive your package.
4. In all cases, original proof of purchase must be provided and Products must be returned within 14 days of receipt for Aman to process any refund or exchange. Please email customercare@aman.com in advance of your intention to return or exchange a Product, so that we can assist you with a smooth transaction.
5. We will do our best to process returns within 10 working days of receipt and a refund will be issued through the method used for payment.
6. Should a Product be damaged while it is being shipped to you, Aman will provide you with a full refund or exchange. Return postage will be refunded in case of damaged, defective or incorrectly sent Products and a refund will be issued through the method used for payment. Please note damage to outer packaging which does not affect the ability to use the product will not be eligible for refund.
7. In the event that you react to a product, you have the option of exchanging or refunding it. Please contact us at customercare@aman.com if you experience any issues.

RECEIVING A REFUND

Your refund will be credited to the original payment method.

If your order has been sent to a destination within the EU, all sales taxes will be refunded. Outside the EU, customs duties and sales taxes are non-refundable through www.shop.aman.com. However, you may be able to recover these by contacting your local customs bureau directly. As this may not be available for all countries, we recommend that you hire a customs broker if you wish to claim back duties on returned merchandise.

Please note that refunds can take up to 10 working days to show on your account due to varying processing times between payment providers.