Shipping Protection

ADD-ON



PROTECT YOUR ORDER ON ITS WAY TO YOU

Shipping Protection covers your parcel from the moment it leaves our warehouse until it is in your hands. If it goes missing, is taken from your doorstep after delivery, or arrives damaged, we put it right ourselves - you do not have to chase the courier.

WHAT IS COVERED

- Parcels lost in transit
- Parcels taken after the courier recorded them as delivered
- Glass, ceramic and stone pieces that arrive chipped, cracked or broken
- Items that arrive dented, scratched or otherwise damaged

HOW TO USE IT

- Add Shipping Protection to your basket before you check out - one per order is enough
- If something goes wrong, email info@laruya.com with your order number within 30 days of the expected delivery date
- For breakage or damage, send a photo of the item and of the packaging it arrived in
- We send a free replacement or refund the full order value, whichever you prefer

GOOD TO KNOW

- This is a protection promise from Laruya, not an insurance policy
- Without it, a parcel the courier records as delivered is not covered, and a lost-parcel claim follows the courier's own process
- It covers delivery problems, not a change of mind - for that, see our returns policy