

# US & Overseas Customer Orders

## WHAT TO DO NEXT AND HOW TO SEND YOUR ASHES/DNA

Please place around half a teaspoon of Ashes/DNA inside a small zip sealed bag and into a greetings card for stability.

Ensure you write your name, address & order number on the card.

Post to the following address.

*(Address will be emailed to you after purchasing)*

## METHOD OF POSTAGE

I advise using international stamps to cover the weight of the card. It gets here much sooner, and this way the post office does not put on extra costs. Global Forever Stamps are perfect!

I will advise against using FEDEX as your shipment company as they charge taxes & shipping fees in which you will be liable for.

Please do not put a face value on the packet. For example, an amount for commercial goods or 'gifts' because this will incur a customs charge which you are liable to pay for once it reaches the UK.

In the UK, you are legally allowed to send upto 50g of ashes through the postal service. Sometimes overseas postal services get confused about what the regulations are with packets containing ashes, but It's such a small amount of ash/DNA to declare putting large costs on (you are not sending the whole urn)

But it is totally upto you how you send it. If you prefer to send it by tracked post, you are by all means welcome to do so. Whatever you feel the most comfortable with.

From my experience, international 'Global Forever' stamps are the most cost effective and quickest way.

Depending on what method of post you choose, it can take between 7 - 40 days to arrive. It is totally normal for it to take some time, but don't worry! I have NEVER had any ashes/DNA go missing before.

## WHAT HAPPENS NEXT

To process your order, it is usually around 3-8 weeks from the date of purchase. If you'd like an update, please pop me an email and I'll be happy to update you on the progress of your order.

## PLEASE READ - Change of Address Information

The address your item(s) will be delivered to, is the address under '*Delivery/Shipping Address*' on your order confirmation.

If you have already placed your order and move house or want to change your shipping address. Please DO NOT do send messages via the website, via social media, notes in your ashes pack, text message or by any other method.

YOU MUST send your new address along with your order number to the following email address [changemydeliveryaddress@outlook.com](mailto:changemydeliveryaddress@outlook.com)

To make sure your email has been received and not gone unseen or into a junk folder, please make sure you receive confirmation from a staff member confirming your change of address.

It is crucial that you follow the above should you wish to change your delivery address. If the above steps are not followed, your address cannot be changed.

Thank you.

Sam 😊