

Shipping costs and delivery

All orders are shipped using colissimo*, and shipping costs are calculated using the total weight** of your order. These costs are automatically calculated and are stated on the confirmation page of your order.

* Colissimo : Delivery without signature with a certificate of postage with inclusive indemnification coverage for 16 € in case of loss or damage and guaranteed delivery in 48 hours (2 working days).

** For your information : The Pavillon de l’Arsenal 19x30 collection weighs between 1kg and 1.900kg whilst the books in the MiniPA collection weigh approximately 0.45kg.

01. SHIPPING AREAS

France / metropolitan areas / Monaco and Andorra

Shipping Method : Colissimo

Delivery* : 2 to 4 days

SHIPPING COSTS

< 250g	< 500g	< 750g	< 1kg	< 2kg	< 5kg	<10kg	< 30kg
4,90€	6,10€	6,90€	7,50€	8,50€	12,50€	18,50€	26,50€

European Union, Switzerland and Norway

Shipping Method : Colissimo International /

Delivery * : 4 to 6 days

SHIPPING COSTS

< 500g	< 1kg	< 2kg	< 5kg	< 10kg	< 20kg
12,15€	14,85€	16,50€	21,20€	35,00€	58,00€

Eastern European Countries (outside EU), Norway and Maghreb

Shipping Method : Colissimo International

Delivery * : 10 to 15 days

SHIPPING COSTS

< 500g	< 1kg	< 2kg	< 5kg	< 10kg	< 20kg
16,20€	19,35€	21,05€	27,00€	45,00€	70,00€

Others destinations

Delivery Method : Colissimo International

Delivery* : 2 to 3 weeks

SHIPPING COSTS

< 500g	< 1kg	< 2kg	< 5kg	< 10kg	< 20kg
23,70€	26,30€	36,10€	53,00€	100€	160€

* The delivery times indicated are estimated taking only working days into account (excluding Saturday, Sunday and holidays)

02. SHIPPING COSTS

Delivery times depend on the availability of ordered items (indicated in working days Saturday, Sunday and holidays) and are calculated from confirmation of your order.

Orders placed from Monday morning to Thursday evening are being traited under 48h ; orders placed from Friday morning to Sunday evening are being traited next Tuesday.

For the postal period, book are sent in collision followed.

03. DELIVERY METHOD

All orders are shipped using express delivery: Colissimo Suivi for France and Europe and priority postal services for the rest of the world. Once your parcel has been dispatched, you will receive an email confirmation of the dispatching of your order on the day of dispatch. The order will be delivered within 2 to 4 working days (Metropolitan France and Corsica).

04. DELIVERY

In case a delivery is attempted in your absence you will receive a notice indicating the attempted delivery. The merchandise is always sent at the receiver's responsibility. Always check your parcel on arrival: Any claims regarding missing or damaged items must be made ot the deliverer within 48 hours. TIP : Have your parcels delivered to your workplace by including your work address so that you will be certain to receive the parcel.

05. INVOICES

You will receive an invoice for each order which is always included in your parcel. The invoice details each article ordered and the shipping costs. For gifts (where the billing address is different to the shipping address), the invoice is sent separately to the billing address.

06. QUALITY GUARANTEE

The articles provided by PAVILLON-ARSENAL.COM are new and guaranteed to be faultless. They are dispatched and checked with the greatest care. Should an article be defective or otherwise faulty, PAVILLON-ARSENAL.COM will exchange the item or reimburse you. The item must be returned by registered mail with a receipt certificate in its original packaging and with the invoice within 7 days of receipt of the parcel : **Pavillon de l'Arsenal 21 boulevard Morland /75004 Paris/ France**