

Shipping Policy

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GZTV Showroom brings together distinctive fashion pieces created by independent designers, family-owned ateliers, and fulfillment partners around the world. Our shipping process is designed to ensure that each order is handled with care, from production through delivery.

Because our collection includes both made-to-order garments and ready-to-wear items, processing and delivery timelines vary depending on the product, its construction, and the destination.

Made-to-Order & Pre-Orders

Unless otherwise stated on the product page, Showroom garments are made-to-order or offered as pre-orders. Each piece is prepared specifically for the customer following purchase.

Please review the individual product page before ordering, as estimated production and delivery timelines may vary by item.

Processing & Production Times

Made-to-order and pre-order items

Please allow approximately **2–4 weeks for production** before shipment. Production time depends on the complexity of the garment, its construction, and the atelier responsible for creating it.

High-demand, limited-edition, and couture-inspired pieces may require additional time. Any product-specific estimated timeline will be provided on the relevant product page.

Ready-to-wear items

Ready-to-wear orders typically arrive within **7–10 business days**, subject to the shipping destination, carrier operations, and any applicable delays.

Production and delivery estimates are provided as general guidelines and are not guaranteed delivery dates. Holidays, severe weather, customs processing, and worldwide events may affect timelines.

Shipping Methods

Once an order is ready for shipment, it will be dispatched directly from the relevant atelier or fulfillment partner using a tracked shipping service.

Available shipping methods may include standard and expedited options, depending on the item and destination. Where available, customers can select their preferred shipping option at checkout.

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Expedited shipping generally applies to transit time after dispatch and does not necessarily shorten the production period for made-to-order items.

Domestic Shipping

For orders shipped within the United States, delivery typically takes **3-7 business days after production is complete and the order has shipped**.

This estimate excludes the production period for made-to-order and pre-order items. Actual delivery times may vary by destination, carrier, and selected shipping service.

International Shipping

GZTV Showroom ships internationally to eligible destinations worldwide.

International orders typically take **7-10 business days in transit after dispatch**, although delivery times may vary depending on the destination, local postal services, customs procedures, and carrier availability.

International customers are responsible for any applicable customs duties, import taxes, brokerage fees, or other charges imposed by the destination country, unless otherwise stated at checkout or required by applicable law.

Customs inspections and clearance procedures may extend delivery times. GZTV Showroom cannot guarantee the processing timelines of customs authorities or other third parties.

Order Updates & Tracking

Customers will receive email updates as their order progresses through the fulfillment process. Where applicable, updates may include confirmation that an item has entered production and notification when the order has shipped.

Once the package has been dispatched, a tracking number will be provided when available. Tracking information may take some time to become active after the carrier receives the package.

Please ensure that your email address and shipping information are accurate at checkout so that order updates can reach you.

Shipping Delays

Although we work with our ateliers and fulfillment partners to meet estimated timelines, occasional delays may occur because of holidays, production requirements, severe weather, customs processing, carrier disruptions, or other worldwide events.

If a significant delay affects your order and updated information is available, our team will communicate the revised estimated timeline.

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Shipping and delivery estimates are not guarantees, and delays outside our reasonable control may occur.

Lost, Missing, or Damaged Packages

If your order arrives damaged or appears to be lost in transit, please contact customer support within **7 days of delivery or discovery of the issue**.

Please include your order number, tracking information if available, and clear photographs of any visible shipping damage. Our team will review the circumstances and work with the relevant carrier or fulfillment partner to determine the appropriate next steps.

If tracking indicates that a package has been delivered but you have not received it, please notify us promptly so we can assist with an investigation.

Incorrect Shipping Information

Customers are responsible for providing accurate shipping addresses and contact details at checkout. Incorrect or incomplete information may result in delivery delays, returned packages, or additional shipping charges.

If you notice an error after placing an order, contact customer support immediately. Because orders may enter production or fulfillment shortly after purchase, changes to shipping information cannot be guaranteed.

Customer Support

For questions about shipping methods, production timelines, tracking, international delivery, or special shipping requests, please contact our customer support team.

GZTV Showroom

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Email: contact@gztvnetwork.com