



Terms & conditions

Thank you for your interest in our shop! For any inquiries, feel free to contact us at any time.

Payment Options:

You can make purchases at our online store via PayPal or by credit card.
For cash payments, please contact us directly at office@hamelaha.co.il

Shipping Address :

Please ensure the shipping address listed on PayPal is correct. Including your zip code helps speed up delivery.

All packages will be sent to the address provided in your order.

Order Confirmation :

Your order will only be processed and finalized once payment has been confirmed.

Eligibility :

To make a purchase on our website, the buyer must be 18 years of age or older.

Prices :

All prices listed include VAT. A tax invoice will be included with your package.

Shipping Policy

Delivery Method :

Orders are shipped via registered mail or D2D delivery or self-collection

Self-Collection :

For self-collection, your product will be ready for pickup within 48 hours from the time of order confirmation.

Shipping Costs :

Shipping costs will apply based on the rates of the service provider used.

Courier Delivery :

For home delivery via courier, the shipping time is between 3-5 business days.

Israel Post Delivery :

For deliveries via Israel Post, the shipping time can take up to 14 business days.

Responsibility :

The shop is not responsible for delays in shipping caused by third-party providers due to force major, strikes, or any failure on the customer's part to respond to coordination requests for delivery.



Dispatch Time :

Your package will be dispatched from Tel Aviv within 3 business days of purchase.

Delivery Time :

For deliveries within Israel, packages typically arrive within 8 business days or sooner. If your package is delivered to a post office instead of directly to your address, it is your responsibility to collect it.

Additional Services :

We'd be happy to include a greeting card with your order upon request. Simply include the message in the "Notes to Seller" section at checkout.

If you'd like to combine multiple items into one shipment, please contact us before placing your order.

Liability Disclaimer

The shop and/or its representatives shall not be held liable for any direct and/or indirect damage resulting from the use of any product purchased on the site. The information provided or displayed on the site does not constitute professional advice or opinion. Any information shared or content displayed on any forums associated with the site should not be considered professional advice, recommendations, or expert opinions.

The responsibility for the use of any information found on the forum lies solely with the user.

Privacy Policy

The shop will not use the information provided by users for any purpose other than contacting them for the operation of the site, completing purchases, and delivering the product to the customer.

The shop takes standard precautions to maintain the confidentiality of user information to the best of its ability. The shop commits not to use customer information for any purpose other than the operation of the site and to facilitate the purchase process.



Exchange and Return Policy

Your satisfaction is our top priority.

If, for any reason, you are not happy with your purchase, please contact us, and we will do our best to resolve the issue.

You may return the product within 14 days, as long as it is unused, undamaged, and in its original packaging.

Refunds will be issued only after the returned product has been received.

Please arrange the return with us before sending the item back.

Please note that shipping costs are non-refundable under any circumstances.

Additionally, consumable items, such as printing inks and cyanotype kits, are non-returnable.