



Official Delivery Policy

EFFECTIVE DATE: JUNE 18, 2026

LOCATION: LAGOS, NIGERIA

Order Processing & Dispatch

At Orika Living, we view the delivery of our premium fragrances as an extension of the luxury experience. To ensure our signature diffusers reach your spaces securely and promptly, our logistics framework is highly structured.

- **Instant Processing:** All orders placed through our official channels undergo instant, automated processing upon payment confirmation.
- **Same-Day Dispatch:** Orders confirmed before the daily cut-off time of **5:00 PM (WAT)** are dispatched on the same day, typically leaving our facility within 30 minutes.

Regional Delivery Modalities

Due to the substantial weight and fragile nature of our 500ml and 1000ml glass vessels, we employ specialized regional protocols.

- **Within Lagos:** Deliveries are seamlessly fulfilled direct-to-doorstep using trusted partners including Chowdeck Relay, Uber, Bolt, and inDrive.
- **Nationwide (Outside Lagos):** All interstate orders are handled exclusively by GIG Logistics (GIGL). To guarantee the absolute safety of the glass vessels, nationwide shipments are strictly routed for **Terminal Pickup** at the nearest GIGL facility. Clients seeking last-mile delivery may negotiate this independently with GIGL upon the package's arrival at the terminal.

Standard Flat Rates (1-9 Items)

DELIVERY ZONE	COVERAGE AREA	RATE (₦)
Zone 1: Island Core	Ikoyi, Victoria Island, Lekki Phase 1	3,500
Zone 2: Deep Island	Chevron, Ajah, Sangotedo	5,250
Zone 3: Mainland Standard	Yaba, Surulere, Ikeja, Maryland	6,000
Zone 4: Mainland Outskirts	Ikorodu, Festac, Alimosho	8,500
Tier 1: Nationwide	South-West (Ogun, Oyo, Osun, Ondo)	7,000
Tier 2: Nationwide	South-East & South-South Regions	9,000
Tier 3: Nationwide	Northern Regions (Abuja, Kano, Kaduna)	11,500

Bulk Freight Requirements (10+ Items)

Orders comprising 10 or more items require dedicated cargo vehicles due to the accumulated weight and volumetric dimensions of the premium packaging. A fixed wholesale freight surcharge replaces standard rates: **₦15,000** for any destination within Lagos, and **₦25,000** for nationwide terminal delivery.

Refund & Return Policy

Orika Living maintains uncompromising standards regarding the purity, hygiene, and presentation of our home fragrances. As a result, our return conditions are strictly enforced to protect the integrity of the products distributed to our clientele.

1. Damaged or Incorrect Goods

Quality control is our highest priority, but should an error occur in transit or fulfillment, we take full responsibility. If your order arrives physically damaged, or you receive an incorrect scent/format, you must notify us within **24 hours** of the delivery or terminal pickup timestamp.

Under these circumstances, Orika Living absorbs all costs. We will promptly arrange and pay for the retrieval of the damaged goods via our dispatch riders. The customer may opt for an immediate replacement or a complete refund, which will include the reimbursement of the original shipping fee.

2. "Change of Mind" Returns

If you reconsider your purchase, you are eligible to initiate a return within **3 calendar days** of receiving the delivery. To qualify for a change-of-mind return, the product must remain completely **unopened, unused, and secured in its original, unblemished packaging**.

For these returns, the customer bears the financial responsibility for organizing and covering the return shipping to our designated warehouse. Please note that the original shipping fee paid at checkout is non-refundable, and only the value of the product will be credited back.

3. Opened and Tampered Products

Due to the intimate and consumable nature of luxury fragrance oils and reed sticks, **any product that has been opened, unsealed, or used is strictly non-returnable and non-refundable**.

4. Refund Processing Timeline

Once a returned item is received at our facility, our quality assurance team will inspect the product. Upon successful approval of the return, the refund will be processed and credited back to your original method of payment within **5 business days**.

Adebola Ayeni

FOUNDER, ORIKA LIVING