

Terms and Conditions - v28

Style by Nicky Rockwear, Sportswear & Shoes, FM WEbshop

12-10-2017

**Reporting a Concern

If you receive an order in which you feel the variances described above are beyond acceptable, we require that you follow this process:

Email us nickysaddiction@gmail.com with detailed photos of the issue and include the order number.

We will respond within 48 hrs and may request additional information.

All issues will be evaluated on a case by case basis based on the information provided.

**REFUNDS>>> Style by Nicky Label

The New Fashion Label is NON-refundable. Mechanical issues or defaults resulting from sewing or structure are usually dealt with by providing a replacement case.

Please contact us with your concerns at nickysaddiction@gmail.com

The Items are printed and shipped from the USA. That means that the customers in the USA NOT need to pay Duty fees by delivery.

All other countries need to pay duty fees for import.

Check the rules and info about the price at your local post-office.

We not pay for the shipping-costs of the returns. By any doubts about order and shipping and delivery, pls contact us for more info by email.

Contact us within 10 days.

When are orders refundable?

Orders are refundable when:

We are unable to produce part or all of your order due to a limitation of our manufacturing equipment.

You request a change or cancellation to the order and the order has not started production.

We may hold an order due to an artwork concern. In this case, it is usually best to refund the order so the artist can redo the artwork and remake the order. Art of Where does not check for artwork quality before printing! It is up to the artist to upload the correct dpi and quality for printing. In some cases, usually with wholesale orders, if we do recognize a major quality concern like pixelated artwork, we will get in touch with the customer and hold the order from further processing. Is not guaranteed though that we will catch and hold your order! Please make sure you are comfortable with your artwork quality before ordering, especially on larger orders. If we do hold your order, only the pieces that have not entered production will qualify for a refund.

What is the refund/return policy?

Custom printed orders are non-refundable. If there is an issue with your order we will be happy to work with you to come to a solution. Please refer to our terms and conditions to see if the issue falls into our allowable range. Since all of our items are handmade, there may be variations between or even within an order.

Items purchased from the Artist Stores are in most cases not returnable. This is due to the fact that the Artist has been paid a commission on the purchased item.

Items are not returnable due to sizing issues. Since all garments are printed and made-to-order, we cannot replace/remake a garment that was not ordered in the correct size. Please choose the correct size by referring to our measurement charts.

In order to resolve cases, we must be contacted within a reasonable amount of time from the product shipping date. For any issue regarding an order, we must be contacted with 10 days of the ship date for Canadian and US orders or within 15 days for international orders or we may not be able to help resolve the issue.

If there is an error with your order or if there are any changes you wish to make after your order has been placed, we require that you contact us within 8hrs of the order being placed or by the following business day if the order was placed over the weekend.

In an effort to reduce the impact of returned products, SBN reserves the right to donate or recycle any returned or undelivered items as deemed appropriate in its sole discretion.

When contacting us with an issue, please be sure to include photos for our reference. You may contact us with your pictures and comments.

All returns are handled on a case by case basis. In most cases, SBN does not cover the shipping cost of a returned item. Returns must be received within 30 days.

After ordering in the INTERN webshop on this website the following is important:>>>

If you have complaints about a producing mistake, Request detailed photos from your customer to illustrate the problem.

Please evaluate if the issue falls into our allowable range of variations. See above.

Pls check the size tables very good. The items are produced for you on order and cannot be changed for that reason.

If the issue is beyond the allowable variations, please email us at nickysaddiction@gmail.com and include the order number and pictures of the cases provided by your end user.

We will evaluate the issues and may require more information. We will respond within 48 hours of receiving your email.

We may request the case to be returned. If this occurs, the refund or replacement case cannot be sent until we receive back the

first case.

REFUNDS >>> RED BUBBLE >>> DESIGN BY HUMANS>>> RAGE -ON >>>

These Items ordered at this platform are Style by Nicky`s Designs are printed for Style by Nicky in the USA. Customers from the USA not need to pay duty fees for that reason.

Customers from outside the USA can check the local post-office for more info about ordering abroad and import costs.

Our footwear designs on Alive Shoes are handmade in Italy. The terms and conditions of that webshop you can read carefully.

>>> All extern webshops where we sell our designs have the terms and conditions clearly written on the website!

When you are ordering from an extern platform read carefully the terms and condicions on the platform itself!

****Customs Fees, Duties, and Shipment Delays**

Our printing supplier ships worldwide with Canada Post and the USPS. Tracking numbers will be provided for shipments whenever possible. Any costs or customs fees occurring from shipments (both domestic or international) are not the responsibility of Style by Nicky. Personal costs resulting from delayed shipments are also not the responsibility of Style by Nicky. Please contact your local post office if you are unsure of the customs, duties, or expected transit times for your country.

WHOLESALE:

We have Wholesale options for businesses. For more info pls contact us. Then we can give you info about bulk-prices. Fro every item you first can order 1 single Item for use it as a sample.

Feel free to contact us for any reason. If you have design wishes you can also contact us.