**(SECTION) PAYMENT**

**-**

**WHAT PAYMENT METHODS DO YOU ACCEPT?**

You can use all the main Credit Cards & PayPal in our store.

**-**

**HOW SECURE IS MY PERSONAL INFORMATION?**

Website adheres to highest industry standards in order to protect your personal information with the best security solutions.

Your credit card information and personal details are encrypted during transmission using SSL (secure socket layer technology), which is widely used on the internet for processing payments safely.

(NEW SECTION) **ORDER TRACKING**

**-**

**MY TRACKING NUMBER IS NOT WORKING**

90% of our orders has a tracking number available. However, it's possible that your order doesn't have a tracking number. Please contact us at support@website.com in case you need to know more about your shipment which doesn't have a tracking code and we'll do our best to get you some information about it!

You will receive your tracking number by email within few days from your order. You can then track your order using the code at our [Track Order](http://website.com/pages/track-your-order) page.

Please make sure you've inserted your code right, best way to do this is by using copy & paste.

**-**

**HOW DO I KNOW IF MY ORDER HAVE BEEN SHIPPED OUT?**

When your items have been dispatched, we will send a notification email to your registered email address and to the phone number you used at checkout. The tracking number is normally available within the next few days of dispatch.

You can also check our online order tracking page.

**-**

**THE TRACKING SITE SAYS DELIVERED BUT I HAVEN'T RECEIVED MY PACKAGE YET**

Sometimes postal tracking services mark an order as delivered when it has reached your local post office, even though you have not yet received your package. In this case, please wait a few more days for your postal service to deliver the package to your home or contact your local post office as they may hold the item for you.

**-**

(NEW SECTION) **SHIPPING & DELIVERY**

**-**

**DO YOU SHIP INTERNATIONALLY?**

Website ships worldwide every day. Shipping is available for most all around the world.

**-**

**HOW LONG DOES IT TAKE FOR MY ORDER TO SHIP OUT?**

All items are subject to a handling period before they are dispatched.

99% of orders leave the warehouse within 1-3 days of payment.

We will notify you by email when your items have been shipped.

**-**

**-**

**MY ORDER DID NOT ARRIVE ON TIME, WHAT SHOULD I DO?**

If for any reason whatsoever your items do not arrive within 45 business days from the purchase date, please contact support@website.com.

**-**

**HOW LONG DOES SHIPPING TAKE?**

Standard International Shipping: 8-20 business days

All orders will be dispatched from our warehouse within 3 business days. In peak periods please allow for up to 6 business days for dispatch.

**-**

**HOW IS THE PACKAGE BEING DELIVERED?**

**-**

This depends on where you live and which product you order. The package will be delivered to your home, mailbox, porch or local post office with a notice left on your mailbox.

Most orders will be available for pickup from your local post office once you receive a notice letter by your mailbox. This also happens if the mailman has tried to deliver the package to your home but no one was there to accept it and it couldn't be left anywhere safe.

**-**

**HOW MUCH DO YOU CHARGE FOR SHIPPING?**

We offer **FREE** Shipping worldwide!

**-**

**FROM WHERE IS MY PACKAGE BEING SHIPPED FROM?**

Our warehouses are located in China & United States. Most orders are shipped from China. If you need more information about this, please contact us at [support@website.com](mailto:support@website.com).

**-**

(NEW SECTION) **RETURNS & REFUNDS**

**-**

**WHAT IF I RECEIVE A DAMAGED / FAULTY PRODUCT?**

If you have received a damaged or faulty product from Website, please send us a photographic, or video proof of the damage and we will send you a new working item right away (free, of course).

**-**

(NEW SECTION) **AFTER PURCHASE**

**-**

**I'VE PUT A WRONG SHIPPING ADDRESS / CHOSE THE WRONG VARIANT! CAN I CHANGE?**

If this happens to you, email us at support@website.com as soon as possible, and we might be able to take care of it. However, we can't guarantee anything in this case, as all of our items are usually processed immediately after you order and ship out the same day or the day after. If your order has already entered the shipping process, we won't be able to stop it. Please contact us anyway, as we still care and we'll try to help in any case. We know how frustrating it can be to pay for something you can't use. Please note: if we can't cancel the order, we won't do a refund if you ordered your products to the wrong address.

**-**

**MY PACKAGE IS STUCK IN CUSTOMS, WHAT CAN I DO?**

Customs, Postal Services & Website are different entities, hence we are not liable for any delays caused by customs or local post services and cannot be made responsible for the customs services in your country.

Payment of customs charges and taxes is the responsibility of the recipient and will not be covered by us here at the Website. For further details of charges, please contact your local customs office.

If your order is held up in customs, we suggest calling your country's customs department directly and asking them to release your items.

**-**

**CAN I CHANGE MY SHIPPING ADDRESS?**

Once you have placed an order, the information goes straight to the shipping department which takes 1-3 working days to process. After which the shipping department will send the tracking codes to the data entry to update the tracking codes and send shipping confirmation email to the customer. Hence, if you need to make any changes to your shipping address, please contact our Customer Service as soon as possible after you've placed your order and we might be able to take care of it.

Please ensure that all the information you have provided is correct before submitting your order to prevent losses in mail or other mishaps from happening.

NOTE: To all customers that provided a different shipping address than their permanent address, we will not be responsible for lost or undelivered parcels and/or if you moved out of the address you provided us.