

1. ORDER ISSUES

- **Supplier is liable for reship or refund for the following circumstances:**
 - Received wrong product or style;
 - Received wrong size;
 - Received wrong color;
 - Product shortage in the order;
 - Physical measurement has 3+ cm difference compared to the size chart.
- **Supplier is not liable for reship or refund for the following circumstances:**
 - Sizing concerns:
Sizing does not fit,
Sizing too small, Sizing too large,
Sizing sleeves too short, Sizing sleeves too Long
Sizing size not as described
 - Inconsistent with the size chart (within reasonable range);
 - Customer dissatisfaction.

2. QUALITY ISSUES

- **Supplier is liable for reship or refund for the following circumstances:**
 - Defective items (zipper not working, apparels with holes, missing accessories, etc);
 - Broken package upon arrival.
- **Supplier is not liable for reship or refund for the following circumstances:**
 - Broken package (scratched or cut when opening the package);
 - Product is the same with sample checking but customer thought not as described;
 - Poor quality (product not damaged);
 - Product is the same with sample checking but customer dissatisfaction.

Remarks

Client is required to provide sufficient information refer to order/quality issues to suppliers to approve the refund or reshipment process.

3. LOGISTIC ISSUES

- **Supplier is liable for reship or refund for the following circumstances:**
 - A. Orders not delivered within shipping time window
 - EU: over 35 days
 - Other Countries: over 37 days

**Calendar days from the day order is shipped.*



B. Lost in transit

Supplier will verify package status with the carrier.

For reshipment : Please confirm address again with the customer

C. Frozen (no tracking updates)

EU: over 30 days

Other Countries: over 32 days

**Calendar days from the day parcel last updated.*

D. Undelivered if the shipping information is complete and correct;

● **Supplier is not liable for reship or refund for the following circumstances:**

- Customer service refund after package is delivered(signed)
- Tracking shows delivered but the customer does not receive it, request a re-send or refund
- Package more than 6 months later to verify;