



## SOLES 4 U SHIPPING POLICY

Soles 4 U ("we" and "us") is the operator of (<https://www.soles4u.net>) ("Website"). By placing an order through this Website, you will be agreeing to the terms below. These are provided to ensure both parties are aware of and agree upon this arrangement to mutually protect and set expectations on our service.

### 1. General

Subject to stock availability. We try to maintain accurate stock counts on our website but from time-to-time there may be a stock discrepancy and we will not be able to fulfill all your items at time of purchase. In this instance, we will fulfill the available products to you, and process a refund for the unavailable item(s).

### 2. Shipping Costs

Shipping costs are calculated during checkout based on weight, dimensions and destination of the items in the order. Payment for shipping will be collected with the purchase. This price will be the final price for shipping cost to the customer.

### 3. Returns/Exchanges

#### 3.1 Return Due To Change Of Mind

Soles 4 U will happily accept returns due to change of mind as long as a request to return is received by us within 30 days of receipt of item and are returned to us in original packaging, unused and in re-sellable condition. Shipping costs incurred is non-refundable.

Once returns are received and accepted, exchanges will be processed and an in-store credit will be initiated to be used for a future purchase. We will notify you once this has been completed through email. (Soles 4 U) will issue an in-store credit for the purchased value of the goods only, not including shipping, and must be redeemed for an exchange within 60 days; shipping costs paid is non-refundable.

**PLEASE NOTE:** In-store credits are valid for 60 days; cannot be redeemed for cash or have cash value and must be used to purchase store products for the same purchased value or more and does not include any shipping costs. Return shipping will be paid at the customers expense at the time of checkout.

### 4. Delivery Terms

Delivery times are expressed in business days and are estimates only.

#### 4.1 Transit Time Domestically

In general, domestic shipments are in transit for 2 - 10 days

#### 4.2 Transit time Internationally



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Generally, orders shipped internationally are in transit for 4 - 22 days, depending on the Country. This varies greatly depending on the courier you have selected. We are able to offer a more specific estimate when you are choosing your courier at checkout.

Soles 4 U is not responsible for any shipping deliveries that may be affected by customs, natural occurrences (including Covid 19), or air and ground transportation strikes or delays, nor any extra fees, customs or back end charges once the package has exited the United States.

### **4.3 Dispatch Time**

Orders are usually processed within 2-3 business days of payment of order then dispatched for shipping. Our warehouse operates Monday - Friday during standard business hours, except on national holidays and weekends at which time the warehouse will be closed. In these instances, we take steps to ensure shipment delays will be kept to a minimum.

### **4.4 Change Of Delivery Address**

For change of delivery address requests, we can change the address at any time before the order has been processed and dispatched for shipping.

To ensure that your package is properly delivered and that you receive your package within the timeframes provided, please make sure that your address is correctly entered and includes all relevant and/or required information. The use of correct abbreviations, street numbers, building or apartment numbers, and route information (if applicable) is critical for ensuring timely delivery. We do not take responsibility for lost, misplaced, or incorrectly delivered shipments if the address information provided is incorrect or incorrectly entered at the time of purchase. Soles 4 U is not responsible for incorrect addresses inputted by the customers, for reaching out to the customer, nor pay the additional charge to re-ship the package. If Soles 4 U reaches out to the customer to correct insufficient address before processing their order and the customer does not respond within 72 hours, Soles 4 U will cancel the order.

### **4.5 P.O. Box Shipping**

Soles 4 U will ship to P.O. box addresses using postal services only. We are unable to offer couriers services to these locations.

### **4.6 Military Address Shipping**

We can ship to military addresses using USPS. We are unable to offer this service using courier services.

### **4.7 Items Out Of Stock**

If an item is out of stock, we will cancel and refund the out-of-stock items and dispatch the rest of the order.



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### 4.8 Delivery Time Exceeded

If delivery time has exceeded the forecasted time, please contact us so that we can conduct an investigation.

### 5. Tracking Notifications

Upon dispatch, customers will receive a tracking link from which they will be able to follow the progress of their shipment based on the latest updates made available by the shipping provider.

### 6. Parcels Damaged In Transit

Soles 4 U will **NOT** be responsible for any packages damaged in-transit.

If you find a parcel is damaged in-transit, if possible, please reject the parcel from the courier and get in touch with our customer service. If the parcel has been delivered without you being present, please contact customer service with next steps.

### 7. Duties & Taxes

#### 7.1 Sales Tax

Sales tax is applied to the price of the goods at the time of checkout.

#### 7.2 Import Duties & Taxes

Import duties and taxes for international shipments will be pre-paid, without any additional fees to be paid by customer upon arrival in destination country

### 8. Cancellations / Editing Orders

Cancellations only accepted within 24 hours of placing an order.

Cancellations requested more than 24 hours after placing an order will **NOT** be accepted. Please refer to our refund/exchange policy.

Changes to items on orders, shipping addresses or names are not possible once an order has been processed. Please check your billing and shipping information carefully before you place your order.

### 9. Insurance

Parcels are insured for loss and damage up to the value as stated by the courier.

#### 9.1 Process for parcel damaged in-transit

We will process a refund as soon as the courier has completed their investigation into the claim and confirmed the validity of the claim.



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### 9.2 Process for parcel lost in-transit

We will process a refund as soon as the courier has conducted an investigation and deemed the parcel lost.

### 10. Customer service

For all customer service enquiries, please email us at [soles4uky@gmail.com](mailto:soles4uky@gmail.com).