

First time buyers (Please read the following, for orders placed over this website we will assume you have agreed to the terms & conditions)

I) Terms & Conditions

Please make any enquiries before placing an order.

Pre-ordered items take approximately 1 to 2 weeks to arrive. Please be aware of the delay, and avoid these if you cannot wait. You may choose from our stocked items instead.

Goods are **non-refundable or returnable**.

By ordering, you are verifying that you have read and accepted **ALL** of our Terms & Conditions. (Please read **ALL** sections)

II) Payment

We accept POSB / UOB bank transfer. COD is NOT accepted.

Please make payment within 3 days of the order confirmation.
We will issue you an order number,

For pre-ordered items, full payment is to be made before we can proceed to order.

Should the item you ordered be out of stock, the full price of the item will be refund.

III) Postage Fees

Postage is not included in the original product price. Postage will be added to the total price of an order.

Normal Mail/Registered Mail

Shipping costs will be confirmed upon ordering. Alternatively, you can check www.singpost.com.sg for an estimate price.

We do not deliver in person, except in extreme circumstances.

It is advised that you order en mass to save on the cost of shipping (or buy something for a friend too, and have them chip in).

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IV) Lost or Damaged items

We take the utmost care to ensure that all items are of the highest quality, and properly packed and sealed to minimize any damage. However, we will not be held responsible for any goods that are lost or damaged in the mail.

To prevent item loss, registered mail is recommended. Please note that there will be an additional charge for registered mail.

Once the order has been mailed, the buyer will be notified by email, and the safe arrival of the goods ceases to be our responsibility.

V) Important Notes:

If you will be delayed in paying for an order, please let us know. We can reserve the item for you. In the event that you are delayed and give us no notice, we will place the items up for sale again, and any future orders from you will be of a lower priority.

Unresponsive, irresponsible or hoax-orders will be blacklisted as it makes it difficult to track stock and orders from more reliable customers.

We appreciate your understanding and cooperation, and look forward to doing business with you.

VI) Return & Exchange Policy

Items sold cannot be refunded nor exchanged. We will inspect items before posting out. And postage charges for all exchange to be borne by buyer.

All requests for defective exchanges must be accompanied by zoom out image of the defective area and exchange items **MUST** be received within 1 week from date of dispatch of your order.

Any packages received that do not conform to our rules of exchanges will be ignored and customers will need to bear further postage & handling charges for requesting us to send back to you. If the new piece of item is not available for exchange you will be refunded a credit of the item on our website and this credit may be used in your next order with us. We do not allow exchanges to a new piece of item which is not in your previous order at all.

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VII) Applicable for refund

- 1) Deliver wrong products: Products are different in sizes, colors and styles from what you ordered.
- 2) prominent manufacturer's defects

VIII) Not applicable for product returns

We do not accept subjective reasons for returns, below reasons are NOT considered as defects:

- 1) Personal dislike, change of mind after purchase. Such as not good looking, do not like the colour, colour difference, fabric not high-quality enough, not comfortable to wear, not as pretty as expected, too transparent, too large, too small & etc)
- 2) Slight colour differences (or any other minor physical differences), minor thread fray ends, wrinkles, slight misalignment of seams.
- 3) Minor stains (especially on light colour clothes) e.g. stains no larger than a ten-cent coin.
- 4) Sizing issues (clothes do not fit)
- 5) Claiming that the cutting of clothes is not good
- 6) Deliberate damage of clothes such that it will warrant an exchange
- 7) Products that is unpacked, washed and worn.
- 8) Underwear
- 9) Discounted products
- 10) Damage due to not able to be stretched

We apologize for any inconvenience caused.

Terms & Conditions are subjects to change without prior notices

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