

# STORM

## DANCE COMPETITION

### ORDERS and DELIVERY

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#### **How are your products made?**

We work with a reliable, high-quality print-on-demand drop shipper. They have locations in the United States, Mexico and Latvia, so depending on where you are, your orders are printed and shipped from the facility that can do it most efficiently.

#### **When will I get my order?**

It takes 3-7 days to fulfill an order, after which it is shipped out. The shipping time depends on your location, but can be estimated as follows:

USA: 5-8 business days

International: 10-20 business days

#### **Will I be charged customs for my order?**

An additional customs and tax fee can occur on international orders. This fee is not in our control and is assessed by your local customs office. Customs policies vary widely for every country so please check with your local customs office directly to see if they apply duties and taxes to your purchases.

#### **How do I track my order?**

If your shipping method includes tracking, you will receive a tracking link via email when your order ships out. If you have any questions about your tracking or shipment, email us at [info@stromdancecompetition.com](mailto:info@stromdancecompetition.com).

#### **My order should be here by now, but I still do not have it. What should I do?**

Before getting in touch with us, please help us out by doing the following:

- Check your shipping confirmation email for any mistakes in the delivery address.
- Ask your local post office if they have your package.

If the shipping address was correct, and the package was not left at the post office, email us at [info@stromdancecompetition.com](mailto:info@stromdancecompetition.com) with your order number.

### RETURNS

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#### **What is your return policy?**

At this time, we do not offer returns and exchanges, but if there is something wrong with your order, please let us know by contacting us at [info@stromdancecompetition.com](mailto:info@stromdancecompetition.com).

#### **Do you offer refunds?**

Refunds are only offered to customers that receive the wrong items or damaged items. If any of

these apply, please contact us at [info@stromdancecompetition.com](mailto:info@stromdancecompetition.com) with photos of wrong or damaged items and we will sort that out for you.

**I received a wrong/damaged product, what should I do?**

We are so sorry if the product you ordered arrived damaged. To help us resolve this for you quickly, please email us at [info@stromdancecompetition.com](mailto:info@stromdancecompetition.com) within a weeks' time with photos of the damaged product, your order number, and any other details you may have about your order. We will get back to you with a resolution as soon as possible!

**Can I exchange an item for a different size/color?**

Currently, we do not offer exchanges. If you are unsure which size would fit better, check out our sizing charts—we have one for every item listed on our store, in the product description section. Though rare, it is possible that an item you ordered was labelled incorrectly. If that is the case, please let us know at [info@stromdancecompetition.com](mailto:info@stromdancecompetition.com) within a week after receiving your order. Include your order number and photos of the mislabeled item, and we will send you a new one, or issue a refund.