

AZONESS SHIPPING POLICY

QUESTIONS & ANSWERS

How long will it take my domestic (U.S) orders to get to me?

All domestic orders within Canada are shipped either Canada Post. Expedited shipping generally takes 1-4 full business days from the time it leaves Azoness location, and the final delivery will be made by Canada Post to your mailbox or doorstep. Once you receive your initial shipping confirmation email, our next step is to print and package your merchandise. At this time your package is only being prepared for shipment. Please allow 1-2 additional days during launch weeks. Orders will not be shipped out on holidays, they will be shipped the following business day.

How long will it take my international order to get to me?

International orders are shipped via DHL or Standard International . DHL Worldwide generally takes 3-4 business days Your shipment may take a little longer when going through customs, depending on your country's policies. We do not control customs fees or policies and our shipping does not cover these fees. When you first receive your initial shipping confirmation email your label has been printed and is being prepared for shipment and it has not yet been received by the courier. Please allow 1-3 additional days during launch weeks as the volumes are extremely high. Orders are not shipped out during holidays. They will be sent the following business day.

Azonest is NOT responsible for stolen/lost packages, packages sent to the wrong address, or refunding/replacing packages in these cases. The customer is responsible for filing all claims.

Azonest is not responsible for any packages once they are in the hands of the shipping provider.

I ordered the wrong size product, how do returns and exchanges work?

Returns

- Our policy lasts 20 days. If 20 days have gone by from the day your package was delivered, unfortunately, we can't offer you a refund/exchange.
- If the return/exchange does not pass inspection, it will be mailed back to you.
- Please return the item in the condition it was packaged and sent. If there is **excessive** wrinkling, the return is subject to denial.
 - All items must be unworn and unwashed.
 - Original tags must be attached.
- Items covered in animal/human hair will **NOT** be accepted.
- Items that smell like smoke, cologne, or deodorant cannot be accepted.
- It may take up to 7 business days for returns to be processed (even longer after a launch).

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days. If your return is denied, then it will be sent back to you.

Please send all returns, with the packing slip/order number included, to:

Late or missing refunds

Packages will be processed on a first come basis. Please allow up to 7 business days for our return department to process your refund. You will be notified via email once your order has been refunded. If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted (1-5 business days). Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us below.

Exchanges

If you need to exchange for any reason, please return your item per our refund policy above and include exchange instructions/order number with the return. We do not offer exchanges on out of stock items, if the

item is out of stock, then we will refund the item returned. If your item is damaged, please contact our support for assistance.

- ***We do not accept returns for Sale/Clearance items.***
- ***We do not cover shipping costs for returns/exchanges at this time.***
- ***If you return an item, shipping cost is NOT refunded.***
- ***We do not accept returns or exchanges after 20 days***

Incorrect Item Received

If we made a mistake with your order, then please email us through the contact page on the site. We will request photo evidence for our records, and provide a return label (domestic only) if an exchange needs to be made.

How can I become an azoness sponsored athlete and/or ambassador?

We are not currently looking to offer any sponsorships, but with the growth of the company, we will be at some point in the future.

If I placed an order, can I change the size or add an item to it?

Unfortunately once an order is placed, it cannot be altered. You must place a new order. We may be able to cancel your old order if it is not being processed for shipment.

What countries does Azoness ship to?

We offer worldwide shipping via Canada Post and DHL for all orders outside of Canada

Why is there a customs fee included with my international order?

Customs fees are not covered in the shipping costs that are charged by Amazon. Customs policies vary from country to country and unfortunately we have no control over how your country determines customs fees. To find out how not to be charged customs fees, contact your local customs office for more information. Most countries allow up to a certain value of goods into the country without any additional duties and taxes. Please note that no matter whom the carrier is, Canada Post or private, the laws and rules are the same for everyone. Each country is different and each carrier handles these issues differently when clearing customs. Canada Post/DHL ship's all international orders, as they guarantee your package's delivery within 3-4 business days, and will contact you to pay the fees before delivery.