



CUSTOMER CARE & FREQUENTLY ASKED QUESTIONS

The following disclaimer **SHE UNPARALLELED** is to all purchasers utilizing their online store and the purchase of training. By completing the purchase process, you as the purchaser certify you have fully read and understood this disclaimer and accept the terms.

Can I return my items?

For clothing items, you may return most new, unopened items sold and fulfilled by SHE UNPARALLELED (SU) within fourteen (14) days of delivery for a full refund. SU will also pay the return shipping costs if and only the return is a result of our error. Items should be returned in their original product packaging.

How do I cancel or change an order?

Mistakes happen. We understand that. Whatever your reason, if you need to alter your order, please contact us within 24 hours at: 703.675.9796. We will do everything we can to assist with your request, but there are no promises. We cannot guarantee your request will be honored due to real time processing. If your order is in shipping process, we CANNOT cancel this request.

CHANGES: Once we've confirmed your order, we cannot change or add to that order without cancelling it first or submitting an additional order.

SHIPPING and HANDLING

All shipping and handling are calculated at the time of purchase. Shipping times may vary depending on the shipping destination and the shipping method selected. Please note that for any reason due to circumstances beyond our control shipping may be delayed (inclement weather, lost or stolen packages etc.). Delivery of your order is subject to the availability of inventory. Orders placed for in-stock products will typically be processed and shipped within 5-7 business days which includes the shipping times. Orders are processed and shipped Monday through Friday. We do not process or ship orders on Saturdays, Sundays or Holidays therefore shipping times are based on business days.

If a product is delayed beyond the expected ship date or is cancelled by, SHE UNPARALLELED, you will be notified by e-mail of any issues or changes.

For further questions, please contact us:

www.she-unparalleled.com

info@she-unparalleled.com