

## **Delivery & Durations:**

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

- USA: 3–5 business days
- Europe: 6–8 business days
- Australia: 2–14 business days
- Japan: 4–8 business days
- International: 10–20 business days

### **[Covid-19] Exclaimer**

Our fulfillment times [for all products/t-shirts/sweaters/etc.] may be longer than usual and may continue to increase until things get back to normal. We're seeing delays in our supply chain, including distributors and shipping carriers as the entire industry is grappling with challenges.

## **Source of Shipment**

We work with an on-demand order fulfillment company with facilities worldwide!

## **Customs Charges**

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.

## **Orders**

We work with a print-on-demand drop-shipper. They have locations worldwide, so depending on where you are, your orders are printed and shipped from the facility that can do it most efficiently!

## **Tracking**

You'll receive a tracking link via email when your order ships out. If you have any questions about your tracking or shipment, reach us at [co.afflatus@gmail.com](mailto:co.afflatus@gmail.com).

## **Wrong/Damaged Products**

We're so sorry if the product you ordered arrived damaged. To help us resolve this for you quickly, please email us at [co.afflatus@gmail.com](mailto:co.afflatus@gmail.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'll get back to you with a resolution as soon as possible!

## **Returns**

At this moment we do not offer returns, but if there is something wrong with your order, please let us know by contacting us at [co.afflatus@gmail.com](mailto:co.afflatus@gmail.com).

## **Refunds**

Refunds are only offered to customers that receive the wrong items or damaged items. If any of these apply, please contact us at [co.afflatus@gmail.com](mailto:co.afflatus@gmail.com) with photos of wrong/damaged items and we will address the issue for you.

## **Exchanges**

At this time, we do not offer exchanges. If you're 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 and FAQ section.

Though rare, it's possible that an item you ordered was mislabelled. If that's the case, please let us know at [co.afflatus@gmail.com](mailto:co.afflatus@gmail.com) within a week after receiving your order. Include your order number and photos of the mislabeled item, and we'll send you a new one, or issue a refund!

Notification for **EU** consumers: According to Article 16(c) and (e) of the Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, the right of withdrawal may not be provided for:

1. the supply of goods that are made to the consumer's specifications or are clearly personalized;
2. sealed goods which were unsealed after delivery and thus aren't suitable for return due to health protection or hygiene reasons, therefore we reserve rights to refuse returns at its sole discretion.

This Policy shall be governed and interpreted in accordance with the English language, regardless of any translations made for any purpose whatsoever.