

TERMS AND CONDITIONS

FIGURES SKATE BOUTIQUE GENERAL POLICIES

Figures Skate Boutique holds a no-refund no-return policy as all custom designs, made to order, and ready to ship items are final sale. Additionally, any items that have been worn for events or practice can not be returned or refunded for any reason. Once a final invoice has been paid the item is then deemed complete by the buyer. All alterations as well as adjustments to the product will be subject to an additional charge from then on. All comments, questions, or concerns need to be brought to the attention of Figures Skate Boutique prior to completing the final payment. Figures Skate Boutique may reject the acceptance of any order for any reason.

We are not liable for any costs incurred or responsible for alterations completed by a third party. Additionally Figures Skate Boutique is not responsible for any local import tax charges, as well as any items that have been damaged, lost, or stolen during the shipping process. Ship dates are a rough estimated completion date that is subject to change at any time. Figures Skate Boutique is not responsible for any delays during the shipping process. This includes but is not limited to postal strikes, delays with customs, or issues with delivery. Detailed tracking information is included with every purchase.

We can not guarantee your complete satisfaction with our products and/or services.

MEASUREMENTS + FITTINGS

It is the responsibility of the buyer to ensure their measurements are correct as well as accurate upon submission. Figure Skate Boutique does not take responsibility for any inaccurate measurements provided, and is not responsible for ill-fitting garments that are a direct result of the measurements provided. If you have any questions about taking measurements please message me.

Buyers are not guaranteed a final fitting prior to payment or receiving their completed item unless specified otherwise beforehand. Any concerns or issues must be expressed within 5 days of receiving the final custom garment. Fittings are not guaranteed, nor are they included in the cost of every design. Any major concerns regarding any custom item(s) must be express immediately to resolve the issue.

PAYMENT

A non-refundable deposit must be paid in full prior to receiving any sketches. If an order is to be cancelled for any reason after sketching, the deposit will not be refunded. All custom garments and shipping costs must be paid in full prior to production starting. Order cancellations or returns will not be accepted if a buyer changes their mind, does not want the finished garment anymore, or refuses delivery. Proposed ship dates or fittings will be forfeited if payments are not made within 30 days of submitting a request.

CONTACT INFORMATION

Please contact figuresskateboutique@gmail.com with any questions