**HEINI CANADA**

**TERMS AND CONDITIONS**

**Requirements to start the production of the apparel:**

* Design Confirmation by the customer through email.
* Confirmation of Sizes and other requirements have been sent through email. (We will be sending you a excel sheet which needs to be filled and sent back to us). We will consider the last excel sheet for production if there are multiple excel sheets.
* 50% of the invoice amount is deposited to the bank account provided. This is not applicable if the customer has signed a copy of the invoice mentioning it is not paid.

**Other things to Note:**

* Once the production has started, we won’t be able to make any changes and the customer has to pay the full invoice amount.
* We will try our best to deliver the products by the requested delivery date but it is not guaranteed.
* We are not responsible if there is any delay in regards to the shipping carrier.

**We provide a one-time exchange if all of the following parameters are met:**

* The purchase was made from the website “**www.Heinicanada.com**” or if the order was sent to the email “**sales@heinicanada.com**”.
* The exchange request should be placed within 30 days from the date of invoice. Quotes are not accepted as actual invoices.
* All item(s) should be sent to the address provided at the expense of the customer. It should be done within 30 days of the exchange request confirmation.
* The item(s) should be fully -priced. Item(s) purchased under sale/discounts are not applicable for exchange.
* Your apparel/accessory must be in original and unworn condition, with all tags intact.

**Please Note:** On receipt of your product for exchange, the item(s) will be verified to ensure it is unworn and in original condition with tags and/or box intact. Confirmation of receipt of the returned article will be sent to you by email. Only then, the request of exchange will be processed. This typically takes 7-10 working days.

**Other requirements for one time exchange:**

* We only offer a one-time exchange.
* Exchange requests will be subject to product availability and quality check approval by our quality experts.
* Any request for exchange raised after 7 days of delivery of item(s) will not be considered.
* Sale and discounted items are not eligible for exchange.

**No Refund will be processed for the following cases:**

* In case of minor design and color variations. With textile products there will always be some variation between products.
* Incorrect or outdated delivery address.
* Incorrect address format including any form of a PO Box address.
* After 3 failed delivery attempts by the courier.
* Package refused by recipient.
* Products returned in a used or damaged condition.

**Note:** Refunds will only be made 30 days after we have received the returned shipment except if the package has been lost in transit.