



DanceDepotOnline.com

Buy all your dance needs in one store

Please read our return policy in the 2nd page, email us one copy of your return form and attach another copy when sending back your return item(s).

DanceDepotOnline.com Return/Exchange Form

Date: (MM/DD/YYYY, Today's date – the day you fill this form)

Order Number (RAM) (e.g. 31000, find it from your invoice)

Your Name:

Email:

Credit Card Information: Please submit the same card number you used for your purchase unless it expired or lost.

Card Holder's Name:

Credit Card Name & Number:

Security Code: (Last 3 digits on the back of your credit card e.g. 533)

Please circle below for your return reason:

- Size do not fit
- Shoes are too big
- Shoes are too small
- Wrong size(s)
- Wrong item(s)
- Poor Quality
- Defective
- Late delivery, I no longer need them
- I changed mind

Return Items(s): (Product Name, Model, Heel, Size & Width)

e.g.: Natural Spin Signature H1101-01_TanES, Width: Medium, Heel: 3", Size: US 6.5 – UK 4, you can find all these information from your invoice

Comment: Your comments will help us improve. We'll appreciate your feedback.

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Please send your return item(s) to below address:

HH Dance & Fitness

7310 Woodbine Ave., Unit 7A, Markam,

Ontario,Canada,L3R1A4

Tel: 888-907-9808, 416-708-9999

Fax: 888-708 1626



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Store Policy

Incorrect Product or Style Delivered

Our Customer Service team and manufacturer reps are in constant communication to ensure that the product you ordered is delivered to your satisfaction in the style/size/color you selected. If, upon inspection, you discover that the incorrect product has been shipped to you, please contact us immediately, to arrange a replacement or a full refund.

Returns for Reasons Other than our Error

DanceDepotOnline.com is committed to helping you enjoy your dance life by bringing the convenience of the Internet and the quality dance shoes & dancewear together to create a truly superior shopping experience. We make every effort to help you make an informed purchase decision by providing you with complete product information.

However, if you decide you would like to return an item for any reason you may do so within **twenty one (21)** days of the delivery of your order. Please fill out our return form and return it with the shoes to us. **NO RETURNS ACCEPTED AFTER 21 DAYS FROM ORIGINAL SHIP DATE. We do not exchange or refund worn shoes and other worn products**, when trying on your shoes, we recommend that you try them on a soft carpet. **USED OR SOILED SHOES AND SHOES WITH SOILED SOLES CANNOT BE RETURNED FOR REFUND, CREDIT OR EXCHANGE.**

Only totally unworn as new shoes will be accepted for return or exchange. We recommend that you always try your new shoes on over a soft, clean surface. This will help prevent soiling the suede soles of the shoes. Unused shoes must be returned within 21 days with a copy of the packing slip, return/exchange form with RAM number. Refund will be subject to a 20% restocking fee. **Returns for exchange will not be subject to the handling fee. You will also be responsible for shipping and packaging charges both to and from your location for returns not as a result of our error.** You must fill out Return Form before any returns.

RMA Number

RMA numbers can be requested through your return request email to us. Please make sure to include your order number and a clear description of why you need to return the item when requesting for RMA number. **ALL RETURNS WILL REQUIRE A RMA NUMBER.**

The following items are not returnable or refundable: all custom or special order items; all shipping charges.

Refunds for authorized returns will be issued (less the restocking fee and shipping charges) within 24 - 72 hours of the DanceDepotOnline.com's receipt of the merchandise in its original condition.

Please contact us before sending the item back. We need to send you the RMA number and also since we deal with several sources, we will need to send you proper instructions on how and where to return the item(s). If you purchased our merchandises through an Associate of DanceDepotOnline.com, please return to whom you purchased from.

NOTE: The packages to return must have on them text on all shipping documents as well as the parcel itself the unmistakable huge characters

"Return Goods to Sender"

"Purchase Not Accepted"

widely on the cover of the box and on all shipping papers. If this is not done properly **we** are charged a ridiculous amount of Importduties and VAT. And this we will not accept, and so shoes will be send back to your door by your postal service.



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Special Order Item

They are non-refundable and non-returnable and are delivered between 2 weeks to 5 weeks after payments.

Payment Options

For your convenience, the DanceDepotOnline.com accepts Paypal and major credit cards including MasterCard, Visa and American Express, money order and cheque.

Pricing and Typographical Errors

In the event that a product on our site, or in our store, is listed at an incorrect price or with incorrect product information due to typographical error or an error in pricing or product information supplied by our vendors, the DanceDepotOnline.com reserves the right to refuse or cancel any orders placed for such product. Further, the DanceDepotOnline.com shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase of items with erroneous pricing or product information, and the DanceDepotOnline.com cancels this order, the DanceDepotOnline.com will issue a credit to your credit card account in the amount of the charge. Please see Credit Card Refunds for more information.

Credit Card Refunds

If you are eligible for a credit card refund, the DanceDepotOnline.com will issue a refund to your credit card company between 5 to 10 days of the determination of your refund status. If you cancel an order, or received an incorrect order, the DanceDepotOnline.com will issue a refund to your credit card company within 5 to 10 days of notifying the DanceDepotOnline.com of the cancellation or incorrect shipment. In the case of returns, your refund will be issued (less any applicable restocking and shipping fees) to your credit card company within 5 to 10 days of the DanceDepotOnline.com's receipt of your returned merchandise in its original condition. Please note that, while the DanceDepotOnline.com will issue a refund to your credit card account within 5 to 10 days of the determination of your refund status, many credit card companies can take up to 30 days to post the refund to your account and make the funds available to you. Please contact your credit card company or financial institution for more information on their refund policy.

Cancellations

Some of the products offered for sale at the DanceDepotOnline.com are kept in stock. You must cancel an order before it is shipped to avoid shipping charges, but there's 15% re-stocking fee since our manufacture already prepared making your order the next business day after your order. Any payments made by credit card will be refunded to your credit card. Special orders are non refundable. If you cancel an order that has already shipped, shipping fees and re-stocking fees will apply. Please see our Return Policy for more information.

Shipping Methods

Most of our items are shipped via EMS or USPS Priority Mail. Large orders are shipped via UPS, TNT or EMS . You must provide a valid street address for any order we ship via UPS. UPS will not deliver to a PO Box. We will charge you normal restocking fees for incorrect shipping address given. If a shipment is refused at the door or cannot be delivered for whatever reason we will deduct these fees from the refund which will be added to the normal restocking fee. Please allow extra business days if a holiday falls on or between the order date and expected delivery date.



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International Shipments

Orders that are shipped outside the supplier country might incur custom and sales taxes. It is the buyer's responsibility to pay for these additional fees at the time of delivery. If a shipment is refused we will deduct these fees from the refund, which will be added to the normal restocking fee.

Inspecting Your Delivery

The DanceDepotOnline.com offers quality products from the best brand names, and makes every effort to ensure that these products are packaged and delivered by the most reputable and qualified shipping companies. However, you are responsible for reporting shipping damage or any shipping discrepancies **within 48 hours of**

Delivery. In the case of damaged contents or any shipping discrepancies, please contact us for assistance immediately.

Delivery Times

In stock items: Upon receiving your order and verifying payment information, you can expect your order to be shipped the same day if ordered before 2:00 pm pacific time and your item is in our current inventory.

Out of stock items and custom order items: we will place your order from our manufacture, and your order will be shipped out in 5-10 days depend on item(s) you ordered. Out of stock items and custom order items normally take 2 to 4 weeks for delivery. This timeline is considered to be an estimate.

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