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### **How do I view an item in more detail?**

Using your mouse, click on the "More Info" link provided. This will take you to the product's detail page where you can view the description and depending on the item detail images.

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### **How do I select an item for purchase?**

First select the size from the drop down menu and/or color then click on the "Add To Cart" button. Your shopping cart will appear on the left side of the page. You may continue to shop by closing the window, just click on the "x" located on the top right corner of the window.

You can view you shopping cart by clicking on the tab button names "Cart".

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### **How do I complete my purchase?**

When you are ready to place your order, click on the tab button "CART" and click on the "CHECK OUT WITH PAYPAL" button at the bottom of the shopping cart window. You will be taken to PayPal's secure web site to enter your shipping and billing information. If you already have a PayPal account you may enter the appropriate information in the normal fashion to pay by credit card, existing PayPal funds, or instant transfer from your linked bank account. If

you do not have a PayPal account, you will be prompted for your credit card information.

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### What methods of payment do you accept?

We accept all major credit cards through PayPal. We also accept PayPal funds and instant transfer from your Paypal linked bank account.



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### Do I need a PayPal account to make a purchase?

No, you do not need a PayPal account to pay of an item if you are using a credit card.

- To pay with your credit card without signing up for Paypal, click on "Continue" under the "Don't have a Paypal account?" heading.



### **Is my credit card order secure?**

Yes. Credit Card orders are processed through PayPal, which uses SSL (secure sockets layering) to ensure the highest level of security.

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### **What is PayPal?**

PayPal is an online payment service that allows its members to send money online to anyone with an email address. Once you sign up for a free account, you can use PayPal to send and receive money from a funding source you choose, such as a credit card or your bank account.

Paypal provides you a secured way to pay for your transactions that is safe. You do not have to join Paypal to pay for an item if you are using a credit card. If you wish to pay by check, e-check etc., then you need to be a member of paypal which is free. One of the added benefit of using Paypal is that you do not have to divulge your financial data to anyone else (we do not know your info, only Paypal advises us that they received payment from you - that is fine with us!).

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### **Do I need to pay sales tax?**

During checkout you don't have to worry about sales tax even if you are a California resident. When applicable Pox Couture will pay your sales tax for you, isn't that nice?

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### **How do you ship Domestic or International orders?**

#### **U.S. SHIPPING**

All purchases to U.S. buyers are shipped via USPS First Class Mail with delivery confirmation or FedEx with signature confirmation.

Tracking information will be automatically emailed to you via PayPal or FedEx depending on the carrier. All packages will include a packing clip inside the box or envelope.

FedEx will not ship to PO Boxes. Please make certain to use an alternate shipping address with your order.

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## **INTERNATIONAL SHIPPING**

All purchases will be shipping with USPS First Class International or Priority Mail International. USPS First Class International is restricted to packages 4 pounds or lighter. All packages under 4 pounds ship via First Class International and packages over 4 pounds ship via Priority Mail International. If you wish to expedite receipt with smaller/lighter weight items, please send an [email](#) for a quote on shipping your item via Priority Mail International.

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### **How long will it take to process and ship my order?**

Generally orders are processed within 1-3 days of payment (if using echeck with paypal the check must clear first). Shipping times can vary greatly from location to location, typically domestic orders take 2-7 days and international orders take 5-10 days.

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### **Will there be any customs fees, taxes, tariffs or duties on my international order?**

Orders not shipped within the US may incur customs fees, taxes, tariffs or duties that may be incurred at the time of delivery are not included and are the responsibility of the buyer. As part of this responsibility, please note that we are unable to accommodate requests to mark shipments as "gifts" to avoid custom fees, taxes, tariffs, or other duties. For more information about duties and taxes on international shipments, you might want to check with your local government for further details.

Every country has different policies regarding duties that must be paid, but typically orders under \$25-30 do not incur any fees. Again, please check with your local government for further details.

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### **Do you wholesale your products?**

Not at this time, but possibly in the future. To be added to the mailing list for the future, please send an email [here](#).

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### **Can I cancel my order?**

Please send an email immediately if you wish to cancel. Orders are processed quickly and cancellations are not possible if your order has already been shipped.

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### **Do you accept custom orders?**

Yes, if you like one of my designs made in a fabric you have and/or trim, please

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send an [email](#) to get more information.

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**I live in California, can I pick up my order?**

No, since I don't have a store front, I'm unable to accept local pickups.

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