

Ordering

Please email your order inquiries to contact@nubebe.ca

Individual orders

In your inquiry, please remember to provide contact information (name and shipping address) and if paying by credit card, financial information (credit card number, expiration date). This information is used for billing purposes and to fill your orders. If we have trouble processing an order, we'll use this information to contact you.

Order changes must be received within 24 hours of placement of the original order. Changes or requests made after 24 hours may not be accepted. If your order has already been processed, you will need to refer to the Return and Exchanges policy. Please send all order changes or requests to contact@nubebe.ca

Payment must be made in-full prior to shipment. We accept **e-transfers** to our store account and will share this email address with you when we receive your order inquiry. We are also going to enable credit card payments through **Square** soon.

Retail orders

For items in stock, above arrangements for individual orders will apply. Orders for next season must be placed 4-6 months before the start of the season to allow for manufacturing and shipping. We ask for 50% down payment with your confirmed order, and the balance must be paid in full before the items can be shipped to your address. We accept **e-transfers** to our store account and will share this email address with you when we receive your order inquiry.

Shipping

The orders are processed within 2 business days, and we ship out of our address in Toronto. Shipping rates are subject to change at any point, depending on provider fee increases.

Return and Exchanges

We are just starting up as a small business. We offer returns/exchanges for **Store Credit only**.

Returns

Please contact us via email at contact@nubebe.ca prior to making a return and receive a Return Authorization. General returns must be made *within 15 days of receipt of purchase*.

When you contact us, please provide:

- your order #
- the item(s) you wish to return and/or exchange
- photos of any defects

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging (if any was included) and with tags. We understand that kids may have tried them on for size, fit, etc. however, please ensure they are not worn outside.

Should you experience an early failure of the product you purchased after 15 days, we will evaluate the problem, and for any defects in manufacturing and/or workmanship, we will do our best to resolve your request depending on the nature of the issue.

Shipping fees are not applicable for a refund.