

OUR PRODUCTS

As an authorized online distributor for all of the designers we feature, we unconditionally guarantee that every item we sell is **100% authentic**.

HOW TO SHOP

1. Once you have found an item you wish to purchase, select your size and click on the **ADD TO SHOPPING BAG** button underneath each item.
2. Review the items in your shopping bag by clicking the **SHOPPING CART** link at the top of the page. You can use the **REMOVE FROM BASKET** link to delete items from your shopping bag.
3. Click on **PROCEED TO PURCHASE** to complete your order.

FIRST TIME ORDERS

For your security, please be aware that first-time orders can only be shipped to the cardholder's billing address or a corporate work address, which we are able to verify independently. To avoid delays to your order, please ensure that your billing address matches the address on your card statement, and that the cardholder's name is written as it appears on the card. Please also ensure that your contact details are filled in accurately so that we can contact you if necessary.

PACKAGING OPTIONS

Please note that all orders are delivered in **BAZ*AR THE EMPIRE** carry bags, unless a gift option has been requested. Please contact us directly to notify us that your order is a gift and we will include an optional notecard.

GIFT ORDERS

Looking for the perfect gift? We can provide you with tailored gift suggestions. Simply send an email to **bazaarthempire@live.com** or call **+64 6 835 0695** seven days a week.

SEASONAL SALES

BAZ*AR offers seasonal sales twice a year. To be notified as soon as our sale starts and of further reductions please sign up as a VIP.

RETURNS AND EXCHANGES

RETURNING YOUR PURCHASE

1. To arrange a return, please contact us immediately by email at: **bazaarthempire@live.com** to request an Return Merchandise Authorization (RMA) number. An RMA number should be requested within **three days** of receiving your order. You should then return your item(s) within **seven days** of receiving this number.
2. Then send the item with a **COURIER** of your choice and the item price will be refunded to your credit card.
3. You will be notified by email once your return has been received and processed.

EXCHANGES

It's free to exchange items for a different size, based on stock availability. Shipping is free on the replacement item.

To exchange an item, contact us immediately, simply specify the new size you require and we will do our utmost to complete your request.

Please note that we are only able to offer size exchanges. If you wish to exchange your item for an alternative style, we suggest that you return it for a store credit and purchase the new item separately.

GIFT RETURNS

If you have received an item as a gift, you may exchange it for a **store credit**. The amount is automatically deducted from your next purchase and will be valid for **one year**. Please be aware that you may need to pay any additional shipping costs. To arrange a return, please email bazaarthempire@live.com.

LATE RETURNS

Returns outside the authorised timeframes may be accepted at the discretion of **BAZ*AR THE EMPIRE** and may only be refunded as a store credit.

RECEIVING A REFUND

Your refund will be credited to the original purchaser's credit card. Shipping costs will not be refunded for items returned. Please note card refunds may take up to five business days for your bank to complete, depending on their processing time.

IMPORTANT INFORMATION

1. All items are quality controlled and checked for any faults before they are dispatched to customers. Should you receive an item that is not in perfect condition please contact us immediately.
2. Items should be returned in their original packaging to ensure they are adequately protected in transit. Shoe boxes should also be protected as they are considered part of the product, and your return may not be accepted if the box is damaged.
3. We prefer that items are returned to us via a courier service to ensure that they are protected and insured during transit.
Our address for all returns is:
BAZ*AR THE EMPIRE
2/91 Bridge Street
Ahuriri, Napier 4110
NEW ZEALAND
4. And we request that you contact us at bazaarthempire@live.com in relation to such returns. Please note that we may not accept liability for goods that are not returned via a secure courier service.

OUR POLICY

Items should be returned new, unused, and with all **BAZ*AR THE EMPIRE** and designer garment tags still attached. Returns that are damaged, soiled or altered may not be accepted and may be sent back to the customer.

Where provided, belts and any designer packaging such as authenticity cards, dust bags and leather tags should be included with your return.

Please email bazaarthempire@live.com if any of your purchases have been delivered without tags.

All items returned should have a **Return Merchandise Authorization (RMA) number**. Unidentified returns may be returned to the sender.

SHOES

All shoes must be tried on a carpeted surface until you are certain you

are keeping them. Shoes should be returned unmarked and in their original, undamaged shoe box as this is considered part of the product. Shoes that are returned without a box, in a damaged box or with marked soles may not be accepted, and may be sent back to the customer.

FAULTY GOODS

Goods are classified as faulty if they are received damaged, or where a manufacturing fault occurs within three months of purchase. Please note that items that are damaged as a result of wear and tear are not considered to be faulty.

Where possible, we will offer to repair faulty items. If you would like to exchange your item, please be aware that we can only replace it for the same product in the same size, **subject to availability**. You will receive a full refund if the item cannot be repaired or replaced.

For all faulty items outside of our Returns Policy, please contact: **bazaartheempire@live.com**

COLORS

We have made every effort to display as accurately as possible the colors of our products that appear on **BAZ*AR THE EMPIRE**. However, as computer monitors vary, we cannot guarantee that your monitor's display of any color will be completely accurate.