

# **Ordering & Payment Policy**

Effective Date: August 1, 2023

## 1. Placing an Order:

- a. Custom Design Specifications: All products offered on our website are custom designed based on the specifications provided by you during the order process. Please ensure the accuracy and completeness of the design details before confirming your order.
- b. Order Confirmation: After placing your order, you will receive an order confirmation email with the details of your purchase. This email is not an acceptance of your order but rather a confirmation that we have received it.
- c. **Order Acceptance:** We reserve the right to accept or decline your order for any reason, including but not limited to issues with product availability, pricing errors, or suspected fraudulent activity. If we encounter any problems with your order, we will contact you using the email or phone number provided during checkout.
- d. Changes to Orders: Once an order is placed and confirmed, changes to design specifications or other order details may not be possible. If you need to make changes, please get in touch with our customer support team immediately, and we will do our best to assist you.



## 2. Payment:

- a. Payment Methods: We accept payment through the approved payment methods indicated on our website. These may include credit/debit cards, online payment platforms, or other payment methods as available.
- b. **Authorization:** By providing your payment information, you authorize us to charge the total amount due for your order, including product costs, shipping fees, and applicable taxes.
- c. Payment Security: We take payment security seriously and use secure and encrypted payment processing to safeguard your personal and financial information. However, we cannot be held responsible for any security breaches on third-party payment platforms.
- d. **Order Fulfillment:** Your order will be processed, and production will begin upon successful payment authorization. Please note that certain payment methods may require additional processing time.
- e. **Pricing Errors:** In the event of a pricing error on our website, we reserve the right to cancel any orders placed with incorrect pricing. If this occurs, we will notify you and provide options to re-order at the correct price or cancel the order for a full refund.

### 3. Taxes:

- a. Sales Tax: Sales tax will be applied to orders based on the applicable tax rates in your shipping address location. The tax amount will be calculated during checkout and added to your order total.
- b. International Taxes and Duties: For international orders, additional customs duties, taxes, or other fees may be levied by the destination country's authorities. These charges are the customer's responsibility, and we recommend contacting your local customs office for further information.



#### **Contact Us:**

If you have any questions or concerns about our Ordering & Payment Policy or any other aspect of your order, please don't hesitate to contact our customer support team via <a href="mailto:support@empowHERsportswear.com">support@empowHERsportswear.com</a>

Thank you for choosing empowHER Sportswear. Your decision to support our brand goes beyond just choosing uniforms; it's an endorsement of our shared mission to empowHER girls and women in sports. Thank you for being part of our vision, and for joining us in creating a community that fosters growth, resilience, and teamwork. We look forward to providing you with exceptional custom sports uniforms and excellent customer service.

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