



Terms and Conditions

Return and Refund Policy

We start from scratch on every suit and create your suit based on the design and sizing information you select in your order. Due to the personal customization of each suit, we do not allow returns or refunds of any kind.

Alterations to a completed suit

We are not able to alter an existing top size or bottom cut due to fabric and crystal limitations. We can however, change connectors, add crystal trim, and loosen and tighten your glute measurement. Please email customerservice@acbikinis.com for recommendations and instructions on how to correct the fit of your suit. Please note: we are not able to change anything about a suit that is not our brand.

Exchange Policy

We have an amazing team of designers, expert seamstresses that are dedicated to creating your suit exactly how you requested, and a tried and true formula for athletes to get the perfect fit. We understand ordering mistakes can occur with fabric color, top size, and bottom cut. We want you to be 100% satisfied and confident when you walk on stage. We will honor an exchange within 7 days of you receiving your suit.

The cost to exchange is \$50.00 per piece, \$100.00 for the entire suit. The cost to exchange a Ships Tomorrow Suit is \$50 per piece, \$100 for the entire suit and the difference from the Build Your Suit price.* The Ships Tomorrow difference will be invoiced when we process your order. Click [here](#) to exchange your suit. No changes to the original crystal design can be made. All exchange orders will be fulfilled in 1-2 weeks and shipped to you in time for your show. We will not ship your exchange order until we have received your original suit order back, in an unaltered state, unworn condition, with no tanning residue. Please email customerservice@acbikinis.com to receive approval and ordering instructions.

If you believe there is a mistake with the production of your suit and you did not receive what you ordered, please email customerservice@acbikinis.com. Although unlikely, if an error was made on our part, we will make sure to correct it in time for your show at no cost to you.

If your original suit order was made with specific measurement requests that were custom from our standard sizes and options on our sizing recommendations, we are unable to accept an exchange. You will need to order a single piece top or bottom [here](#).

Order changes after the order has been placed

Your order can be started immediately after you submit your order. It is very important that you are 100% confident in the selections you submit to us as it is not easy for us to start over or make changes. However, if you would like to make a change to the design, color, size, or bottom cut, we can do a change for a \$35.00 fee. Changes in design or division can result in an increase in price. This option does not

apply to Ships Tomorrow Suits. Please note that every decision we make is with the athlete in mind. When we have to interrupt the workflow of 1 customers suit, it can slow down our entire process for all customers.

Once we are notified that you want to make a change, your order will be pulled from production, we will send you an invoice, and your order will not go back into production until we have received your paid invoice. We will do our best to keep your original turnaround time in place, however, any major delay in payment can prevent your suit from shipping by your selected turnaround time. Please email customerservice@acbikinis.com if you would like to inquire about a change to your current order.

Shipping changes after the order has been placed

It is crucial that our suits get delivered on or before the expected delivery date. Because of this, you cannot change your shipping address or shipping method 72 hours after the order is placed. Please be confident both the shipping address and shipping method you chose is correct.

Please take into consideration both the production turnaround time you selected on your order form and your shipping method you selected during checkout. ACBikinis is not responsible for suits not delivered on time if you selected the wrong turnaround or shipping method.

Placing Multiple Orders and adding items to original order

Each order is processed individually and the turnaround time is set according to the day the order was submitted. Due to a high number of orders we get on a daily basis, we unfortunately cannot guarantee that multiple separate orders can be shipped at the same time. This includes item additions to an existing order. To guarantee everything ships on the same day in the same package, please make only 1 order for all items.

*Example Scenario: Customer orders an Angel Pro Ships Tomorrow Suit for \$450 and wants to exchange the bottom from The Pro Cut to The Brazilian Cut. The customer will need to pay \$50 for the exchange plus \$25 for the difference from the Ships Tomorrow Suit Angel Pro price and the Build Your Suit Angel Pro price. If the customer wants to exchange both the top and the bottom, she will need to pay \$100 to exchange both pieces plus \$50 for the difference from the Ships Tomorrow Suit Angel Pro price and the Build Your Suit Angel Pro price.

*Let Your
Confidence Shine!*