

## **Order Processing - Standard orders**

**Please allow 4-7 days to process all orders unless they are pre-order / made to order. Once your order is shipped you will receive a tracking number via email. Please allow 2-5 business days to arrive once shipped for domestic orders and an additional 10-15 days for international orders.\* We are not responsible for any lost, stolen, or undelivered packages. If your package is marked as delivered but you have not received it, please open a claim with the carrier. We will not replace any packages. If you have any questions regarding your order email [info@coldsins.com](mailto:info@coldsins.com)**

## **Order Processing - pre-order / made to order**

**Please allow an estimated 10-12 business weeks excluding any holidays between placing the order and shipment of the order. This is to allow for manufacturing and give time for international shipping. When the shipment is sent out, please allow for an additional week and up to 2 weeks for international orders. \* We are not responsible for any lost, stolen, or undelivered packages. If your package is marked as delivered but you have not received it, please open a claim with the carrier. We will not replace any packages. Your tracking number will be emailed once shipped. If you have any questions regarding your order email [info@coldsins.com](mailto:info@coldsins.com)**

## **Order Policy**

**We are not responsible for any VAT or customs fees. If you need to return the item to us, you will be responsible for any fees associated.**

## **Return / Refund Policy**

**All sales are final. No refunds or exchanges. All custom, made to order, pre-orders are also final sale. The order was placed to be made to order. If you made an error in size when checking out, we are not responsible for exchanging your size. Please email [info@coldsins.com](mailto:info@coldsins.com) if you have any questions**