



# REGULAR *Girl*<sup>®</sup>

## INTERNATIONAL DISCLAIMER

November 1, 2017

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### Countries that we are currently able to ship to:

At Regular Girl, we are constantly striving to accommodate all international customers and make their purchase experience simple, safe, and professional. In some cases, we are restricted by U.S. State Department regulations, and in other cases, we cannot ship to certain countries for other business related reasons. Note: For customers in the U.S. military, we ship to all APO, FPO, and DPO addresses regardless of country.

### Restricted Items

Due to International import regulations, some products may not be available for purchase. HOWEVER, we cannot guarantee that our restriction information is always up to date and it's possible that a restricted item will not trigger a message in your cart. As regulations change constantly, we strongly recommend that you check with your local authorities for information on regulations that may affect your ability to receive your order. Unfortunately, we cannot issue a refund of any kind for orders seized or destroyed by Customs unless the order is returned back to our warehouse in an undamaged and resalable condition. Refunds issued will be for the cost of the merchandise only; shipping costs will not be reimbursed. We welcome your feedback. If you find a product that needs to be restricted or allowed to ship to your country, please contact us with the product name and a link to the relevant regulatory agency policy from your local authority's website. We'll inspect the issue immediately and update our restrictions accordingly.

### International Shipping Options

International orders, if approved for shipping, will be charged at actual shipping rates. Quotes will be provided in advance for your confirmation. Delivery time frames are estimates only and do not take into account weekends, holidays, or processing and packing (please allow 24-48 hours for packing). Please allow your order time to pass through customs procedures; an international order will not be considered 'lost' until 60 days from the date of shipment. We are unable to process claims until the 60 day period has passed. Please note: Before you make a purchase, please be aware of the personal purchase limit set by your country. If your order exceeds this limit, you will need to arrange for a broker to clear your package through customs.

### Duties and Taxes

Duties and taxes are different in every country and many factors play a role in determining if they need to be paid. Orders shipped to countries outside of the United States may be subject to import taxes and customs duties levied by the destination country. From our experience, most international customers are not charged when they receive their shipment, however, any additional charges for customs clearance must be paid by the recipient. Customs policies vary widely from country to country and we recommend contacting your local customs office for further information. If you do get charged an additional fee, the carrier may expect payment at the time of delivery. If you refuse the shipment because of these charges, or if an order is rejected by customs due to item restrictions, or if the order is returned because the local shipper is unable to locate your address, we can refund you for the cost of unopened and resalable products (which does not include any shipping or return shipping fees) once the package is returned. Please note that packages returned by customs can sometimes take a very long time to return.

### International Returns Policy

Because the U.S. Food and Drug Administration (FDA) places numerous strict regulations upon the delivery of consumable items into the country, Regular Girl may not be able to process returns on international orders. If you received the wrong item or the product appears defective, please contact Customer Service at [customerservice@regulargirl.com](mailto:customerservice@regulargirl.com); we will review each circumstance on a case-by-case basis to determine if a return can be processed.

### 3rd Party Shipping Companies /Freight Forwarders

Using international freight forwarders or 3rd party shipping companies can be a convenient way to receive orders to your foreign address. However, please know that if you elect to use this type of service, we cannot issue you a refund of any kind or accept any return of any order handled by any outside courier. We cannot be held responsible for any damage or loss that occurs due to handling of your order by an outside courier. If you experience any kind of damage or loss when using this type of service, please contact the 3rd party company for remedy.

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[www.regulargirl.com](http://www.regulargirl.com)

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Page 1 of 2

## Address Errors

If you make an address error on your order, please note that we cannot change the delivery address after an order has been submitted. Please know that we work directly with our shippers to help resolve address issues where possible, but we cannot be held responsible for any delays, fees, or other delivery issues if you've made an error in the shipping information on your order. If such an error causes an order to be rejected, lost, or destroyed, we cannot issue a refund or replacement of any kind. If the error causes the order to be sent back to us, you may be responsible for return shipping fees, and we'll only be able to refund you for the cost of unopened and resalable merchandise only.

## Violation of laws

Please familiarize yourself with your country's import restrictions before ordering. We cannot be held responsible for any delays, fees, fines, or penalties incurred by your order due to a violation of law. **Items sold at RegularGirl.com are intended for personal use.**

## Customs Seizure

Unfortunately, we cannot issue a refund of any kind for orders seized, damaged, or destroyed by Customs unless the order is returned back to our warehouse in undamaged and resalable condition. In that event, refunds issued will be for the cost of unopened and resalable merchandise only; shipping costs will not be reimbursed. Please note that if the cost to return a rejected package to our warehouse exceeds the value of the order, we'll instruct the courier to destroy the package and we'll be unable to issue a refund of any kind.

## Package loss

Although it is rare for international orders to get lost, please be aware that it can happen. International orders may take up to 60 days to clear customs, depending upon delivery method and government procedures. An international order will not be considered "lost" until 60 days have elapsed from the date of shipment. We are unable to process claims until this 60-day period has passed. Refunds issued will be for the cost merchandise only; shipping costs will not be reimbursed. Please note that we do not offer replacements or store credits. In the event that your order has been lost, you must report it as lost to us within 90 days of date of purchase. Please contact us by email, 7 days a week, to discuss your options. For information on how to contact us, please [click here](#).

## Disclaimer

Regular Girl cannot be held responsible for any laws or regulations that result in Customs applying additional cost to your order, whether tax or duties, nor any related delivery delays or seized products. However, please note that the vast majority of international shipments do not experience problems or delays, and our customers are very rarely assessed additional fees. In the event additional fees are assessed to your order, your local Customs authority may contact you directly. By ordering from RegularGirl.com, you agree to our policies above. Regular Girl reserves the right to change these policies at any time, and we also retain the right to refuse service to any customer at our sole discretion.