

# International Exchanges Procedure:

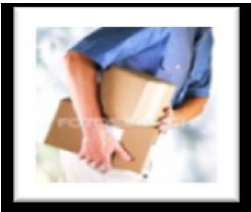
In Ardyss we stand behind the products we sell. If for any reason you are not satisfied with your purchase, follow the next 3 steps...

## Step #1: Email or Call Ardyss System



Email us at ardyssystem@yahoo.com or call our Customer Service Department (281)716-5128 and tell us the reason for your exchange, you will receive your Payment Link to pay a \$32.00 restocking fee along with instructions on how to return the product. The more details you give us about your case we can help you better.

## Step #2: Send the Package to Ardyss System



Send the product you want to exchange in PERFECT CONDITIONS along with a copy of the invoice to 2722 Youpon Glen Way, Fresno, TX 77545. Please read carefully the Exchange policies attached at the end.

## Step #3: Keep track of your Product



Your product delivery will fall under the normal delivery timeframe of 5-7 business days, but can take up to 14 days. You will be provided, a tracking number from both Ardyss System & the Shipping company when the product is sent.

## Exchange Policies:

**1 30 Day Period:** Our guarantee includes 30 days from the date you received the order. There will be no exchanges after 30 days. The product must be shipped to our facility within 30 days. Inspect all your products upon arrival.

**2 Perfect Condition:** If you are dissatisfied with your purchase send the product in perfect condition, in original packaging, original tag, unlaundered, clean and folded.

**3 Nutrition and Cosmetics Products:** For health safety reasons there are not exchanges or returns in nutrition and cosmetics products.

**4 Factory Defect:** In the event that you receive a product with a manufacturing defect, this will be replaced immediately by another of the same color and size. The default warranty applies for a problem of origin, not by the use of the product. The garment must be in perfect conditions to be approved.

**5 Include in the shipment:** Please include a copy of the invoice in the Original package with the products you want to exchange. Product shipping for an exchange is the responsibility of the person who orders the product unless specified by Ardyss System. Restocking fee must be paid BEFORE Exchange will be completed.

**6 Exchanges for the same product in different size or color:**

Only Exchanges of a product by a different color or size can be made.

**7 Discontinued and Promotional Products:** Not applicable for exchanges or refunds on products purchased in "monthly" promotions or special sizes. However, "monthly promotional" items can be considered for exchange with a restocking fee of \$7.00. Please contact us first.

**8 Garments are changed only once:** Because of the intimate nature of our garments, we cannot accept more than one exchange of a single garment

**9 There are no refunds.**

**11. Timeline:** the exchange process can take up to 14 days to be inspected and processed for shipment.

**10 PLEASE NOTE: We are NOT Ardyss International. Ardyss International is our parent company. Please ensure your purchase receipt indicates "Ardyss System" with our mailing address BEFORE contacting us**