

Returns Policy

Exchange/Return Policy

At udesignall.com we want you to be happy with your purchase. If you are not satisfied with the product you received, our customer service team will be happy to help you with an exchange. To exchange/return an item, simply complete the easy exchange/return authorization form. Our customer service team will contact you with a valid return authorization #.

Return - It's Easy:

You can return your purchase for up to 30 days from the purchase date.

Products must be in the condition you received them and in the original box and/or packaging.

A refund will not be processed on orders shipping back to the manufacturer. Returns will ONLY be accepted at our return department with a valid Return Authorization #. Return Authorization Numbers are valid for fourteen (14) days. Any products returned after the expiration date will be refused.

Once your return is received and inspected by our shop (usually within 72 hours of receipt), your refund will be processed and a credit will be automatically applied to your credit card or original method of payment within 7 days. Please note that depending on your credit card company, it may take an additional 2-10 business days after your credit is applied for it to post to your account.

Note:

Udesignall.com reserves the right to apply a re-stocking fee on refunds for returned orders or products in certain situations.

* We do not accept returns on customized or altered orders.

Delivery of your orders

Shipping and Delivery - Most orders ship within 48 hours, with orders including any Carhartt shipping in 2-3 days. Once shipped, customer receipt in approximately 5 business days from the time it ships via FedEx regular ground. At this time we do not ship to PO Boxes. Additional shipping changes will occur to Alaska, Hawaii and APO/FPO.

Free and flat rate shipping cost applies to online orders & blank orders only. Rush delivery is also available but overnight or express delivery charges will apply. Shipping and Handling charges are non-refundable.

Shipping outside the contiguous 48 States will require an additional charge, and there are also special shipping requirements for shipment to APO addresses. Please write to our Customer Service at info@udesignall.com for further details prior to confirming order.

Your order status If you've placed your order online you will receive an automatic confirmation, which we hope you'll copy. Then, once your order is shipped we will email you with UPS tracking number and/or other appropriate delivery information.

Substitutes We won't substitute colors, sizes or styles without your permission.

Backorders If we're out of stock we'll let you know immediately. But, out of stock items are ordinarily not backordered.

Returns All returns require a prior authorization number. Claims for damaged or defective merchandise must be made within 10 days of receipt of the merchandise.

Cancellations and refused orders Cancellations must be requested prior to shipment. Once shipment occurs the Return policy applies. All unclaimed or refused shipments are also subject to a 20% restocking fee, in addition to return freight charges.

Orders will be shipped only upon credit card authorization or open account approval. Udesignall accepts Visa, Mastercard and American Express.

Privacy Policy

This privacy policy sets out how Udesingnall.com uses and protects any information that you give Udesingnall.com when you use this website. Udesingnall.com is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Udesingnall.com may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What we collect

We may collect the following information:

- name
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@udesignall.com

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to info@udesignall.com

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.