

FAQ

WHERE'S MY PACKAGE RIGHT NOW?

AS SOON AS YOUR PARCEL HAS LEFT OUR WAREHOUSE WE WILL SEND YOU A SHIPPING CONFIRMATION EMAIL, WITH A LINK TO TRACK YOUR PARCEL ONLINE. DID YOU WAIT UNTIL YOUR ESTIMATED DELIVERY DATE? PLEASE ALLOW AN EXTRA FEW DAYS FOR YOUR ORDER TO BE DELIVERED – OUR PARTNERS ARE DOING THEIR BEST TO GET YOUR ORDER TO YOU. MAKE SURE YOU KEEP AN EYE ON THE TRACKING LINK FOR THE LATEST UPDATES AND INFORMATION.

I HAVE RECEIVED MY PACKAGE AND I'M CONSIDERING A RETURN HOW LONG DO I HAVE?

YOU HAVE UP TO 2 WEEKS – POST-DELIVERY – TO RETURN YOUR ITEM(S)

I WANT TO RETURN MY ITEM(S), WHO COVERS THE SHIPPING COST?

THE CUSTOMER IS RESPONSIBLE FOR THE COST OF RETURNING THE ITEM(S) EXCEPT FOR ORDERS IN BELGIUM.

MY PACKAGE HAS BEEN AUTOMATICALLY RETURNED TO SPECI STORE, WHAT NOW?

AS SOON AS THE ITEM(S) ARRIVE AT OUR WAREHOUSE WE WILL SHIP OUT A NEW PACKAGE. YOU CAN ALWAYS CONTACT US ABOUT REMARKS OR QUESTIONS THROUGH INFO@SPECISTORE.COM

I REQUESTED A DIFFERENT SIZE ON THE RETURN FORM BUT GOT A REFUND INSTEAD. WHY IS THIS?

SINCE WE HAVE VERY LIMITED STOCK EXCHANGES AREN'T ALWAYS POSSIBLE. SHOULD YOU REQUEST A SIZE THAT'S NO LONGER AVAILABLE, A REFUND WILL BE ISSUED

I REQUESTED A REFUND, WHEN WILL I RECEIVE IT?

AS SOON AS THE ITEM(S) ARRIVE AT OUR WAREHOUSE WE WILL PROCESS YOUR REFUND. PLEASE ALLOW UP TO 14 DAYS FOR YOUR REFUND TO ARRIVE AT YOUR ORIGINAL METHOD OF PAYMENT.