

## FAQ

We do our very best to make your shopping experience as enjoyable as possible at the Liberality online shop.  
Please find the answers to all your questions in one of the categories below.

- ♣ [My account](#)
- ♣ [Ordering & Payment](#)
- ♣ [Delivery](#)
- ♣ [Return & Exchange](#)
- ♣ [Privacy Policy](#)

If you can't find the answer to your question, or you need extra assistance, please contact our Customer Service by  
phone: +31 (0)6 31990788  
Or e-mail us: [support@liberalityfashion.com](mailto:support@liberalityfashion.com)

We are at your service on weekdays between 9 am and 6 pm.

Liberality  
Sconedorp 3  
1433 NG Kudelstaart  
The Netherlands

## **ORDERS & PAYMENT**

### **How can I confirm Liberality has received my order?**

When you've completed your order, you will receive an automatic generated order confirmation by e-mail. Other updates regarding your order will also be communicated by e-mail. So, make sure we have your correct e-mail address. If you created an account, then you can also find your order on your account page.

### **How can I cancel or change my order?**

We can't cancel or change placed orders because they will be automatically processed in our system. After you've received your order, it's possible to return the items for free.

### **Help with ordering**

In case you're unable to complete your order or when you encounter uncertainties, please contact our Customer Service during office hours. We can assist you with placing of your order.

### **What payment methods do you accept?**

You can pay your order with iDeal, Credit Card (VISA and Mastercard) and Paypal.

### **How do I know if my payment was succesful?**

Once the order is completed you'll receive an order confirmation at the email address you've provided. If you've problems with completing your payment, please contact our Customer Service. We'll do our utmost best to resolve the issue.

### **Is it safe to order online?**

Ordering at the Liberality online shop is completely safe. In addition to our 100% guarantee, we never give your information to others. Your privacy is guaranteed. All orders are transmitted over a secure Internet connection using SSL (Secure Sockets Layer) encryption and other measures [click here](#) to see our Privacy Policy). Your details will not be saved.

### **How about my privacy?**

Your data, like your payments are completely protected. Firstly because the website has a secure connection, and secondly because we never give your details to others. We use your information only to make your shopping experience as fun as possible

and to inform you about the latest fashion items and best offers. For more information about our Privacy Policy, [click here](#).

## **DELIVERY**

### **Can I use a different shipping address?**

You can have your order delivered to an alternative address, by adding another address in your account and select it during the ordering process.

### **What are the delivery costs?**

The delivery costs within the Netherlands, Germany and Belgium are for free when spending over 100 Euros. Orders that are less than 100 Euros will be charged with in the Netherlands €5,85 (EU €8,75) ( Rest of the world €23,40)

### **Can I order from outside the Netherlands?**

Currently we are able to deliver in the following countries ([click here](#) for an overview).

### **When can I expect my order?**

When you order before 8 pm on a workday, your items will be shipped the same day. In case our delivery time is delayed, it will be displayed in your shopping cart. Orders outside The Netherlands may take up to 6 working days to be delivered. [Click here](#) for an complete overview of our international delivery timings.

### **I haven't received my order.**

Your order will always be delivered as soon as possible to the address you've registered in your account. However, it's possible that your order delivery is delayed by unforeseen circumstances with your local delivery service. In that case, we'll personally inform you right away but we can't be held responsible for any inconvenience this may cause.

### **I've received a wrong item or a defected item.**

In case you've received a wrong item or a defected item, the return or exchange of the item will be completely at our expense. Please follow the usual procedure of returning or exchanging an item. Indicate which item(s) you've received incorrectly or with a defect and which item you still wish to receive.

## **RETURNS**

You may return item(s) within 14 days after delivery for a full refund. Make sure you include the complete return form to your parcel.

Pack your item(s) with the filled in return form carefully so it won't get damaged during distribution.

For international returns (outside the Netherlands): Provide your parcel with the following return address.

Liberality web return

Sconedorp 3

1433NG Kudelstaart

The Netherlands

Bring your parcel to your local post office or package service to post it to us. Please note that we do not cover the cost of international returns (outside the Netherlands). **DO NOT USE THE RETURN STICKER.**

Returns within the Netherlands: Please bring your parcel to a Post NL point <http://www.postnl/locatiewijzer>. Sending items back is free within the Netherlands.

Use the following address:

Liberality web returns

Sconedrop 3

1433 NG Kudelstaart

The Netherlands

Your item(s) will be inspected to check whether they meet our Terms & Conditions.

We strive to return your payment or item(s) within 14 days after receiving the package in our warehouse.

**Terms & Conditions**

♣ You may return item(s) that are sold and fulfilled by [www.liberalityfashion.com](http://www.liberalityfashion.com) within 14 days of delivery for a full refund.

♣ We cannot accept item(s) without a complete return form and that are not reported to us.

♣ The items(s) should be intact with the original labels attached in the original packaging.

♣ The product shouldn't show marks of being worn, such as stains, smell and use damage.

♣ The item(s) are your responsibility until they reach our warehouse.

### **Can I exchange an item?**

It's not possible to exchange an item directly. If you wish to exchange an item, you need to follow the same procedure as returning. Place the exchanging item as a return, send it back and order a new item.

### **When can I expect my refund?**

As soon as we have received your return shipment, we'll confirm the receipt by e-mail. We need about 14 days to refund your payment. We credit the amount to your account through the original payment method.

## CONTACT US

Should you have a question, please check out our [FAQ](#) page first. Is your question not listed? Or do you have any suggestions or ideas on how we can improve our service, please contact our Customer Service by phone : +31 (0) 631990788. Or mail to: [support@liberalityfashion.com](mailto:support@liberalityfashion.com)

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### **Address**

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