



PRIVACY POLICY

Welcome and thanks for shopping with us!

Before placing an order please take a moment to review our policies.

DAN LIU Design LLC values its customers and respects their privacy. We collect customer information in an effort to improve your shopping experience and to communicate with you about our products, services and promotions.

DAN LIU Design LLC recognizes that it must maintain and use customer information responsibly. We do not sell or rent the information you provide to us online to third parties.

Payments:

We gladly accept any US-issued and most internationally-issued mag-stripe or chip cards bearing a Visa, MasterCard, American Express, Discover and PayPal.

Please submit payment within 24 hours of purchase or your sale will be cancelled.

Your confidential information encrypts automatically in transit from your computer to ours using the Secure Sockets Layer protocol (SSL) with an encryption key length of 128-bits (the highest level commercially available).

Our official website provides online shopping experience and we are committed to providing a secure environment for all internet communications. We also are ensuring that your online browsing of our website is completely private. However, please protect your credit card information by using it on our designated secure page only.

DAN LIU Design LLC is not responsible for any loses and/or stolen information on your credit card. DO NOT send your credit card information on our general e-mailing service.

Shipping:

All orders are shipped both from Canada and Japan via UPS, FedEx or other carriers depending on your location. Usually our delivery takes 5-7 business days, however DAN LIU Design LLC isn't responsible for any custom related or carrier delays.

All packages may be subject to customs and any duties and taxes will be the responsibility of the buyer and not DAN LIU Design LLC.

We offer free shipping worldwide on orders over \$400 USD before taxes. Orders are processed and delivered Monday through Friday, excluding holidays. Please, allow up to 48 hours for processing time. Orders placed by 12:00 noon EST will be processed the same day and orders placed after 12:00 noon EST will be processed the following business day. Unfortunately, we cannot be responsible for unanticipated delays. We do not ship to P.O. Boxes.

Rush Orders:

For cost information on last minute orders or expedited shipping, please [contact us](#).

Lost Packages and Shipping Issues / Damages and Loss:



Once we send an item, it is at the mercy of the carrier. If you would like to purchase shipping insurance, we highly recommend it. Please, email us prior to making your purchase so we can set-up a listing that includes the added cost of the shipping insurance. We do not reimburse or replace items that have been lost or damaged during shipping. Also, please take care to list a secure shipping address to avoid problems with loss and theft.

Return policy:

We want you to be 100% happy with your order! If for any reason you are not satisfied, there are a few parameters that must be met for a full refund. See below additional information regarding our return policy.

- Returned merchandise must be neither unworn/unwashed nor defective.
- Returns must be postmarked within 30 days from the date your order shipped for full-price merchandise, or 14 days for sale merchandise. If you make your return after the specified time period, you will be credited the item's current selling price.
- Any returns received after 90 days will be returned to sender.
- All apparel must be returned unworn, unaltered and with all original tags attached.
- All shipping and handling charges are non-refundable.
- Returns will be processed back to your original form of payment. Please, allow us approximately 14 business days to process returns; we will send you a confirmation email when your return is complete. Please, note that depending on your credit card company, it may take 1 billing cycle after your credit is applied for it to post to your account.

For international returns:

Returns will not be accepted unless your request is received within 7 business days of receipt of your order, and must be pre-authorized by our related personnel. You will receive a detailed return instructions and a Return Authorization Number when your return / exchange is approved.

- Final sale items cannot be returned or exchanged.
- Merchandise must be in new condition with tags attached and must be accompanied by the original International Checkout receipt or invoice.
- All returns must be sent insured via registered mail, or any other delivery service that can track a package and requires a signature upon delivery.
- Your return will be refunded for the merchandise purchase price, minus the shipping cost, if any, of the merchandise to / from DAN LIU Design LLC.

Please, take care in selecting correct sizes based on accurate measurements of your body before placing an order, as well as being certain about your purchase.



All of our items are made in standard sizes, not custom-made to your measurements. The [sizing chart](#) reflects body measurements, not items measurements, and may not reflect your usual size. Don't be alarmed if the size your measurements indicated is not the size you normally buy off the rack.

If a new item is needed due to an incorrect size ordered, you will have to place a new order and will be charged full price for the correct size item, including rush fees (if applicable).

DAN LIU Design LLC is not responsible for changes in size due to weight gain or loss.

Alterations / customization:

If your body measurements don't match the [standard sizing chart](#), DAN LIU Design LLC offers customized alteration for an additional cost to any available design.

Also DAN LIU Design LLC offers color customization option for certain items. For more details, please, [contact us](#) with the design name and color customization detailed request.

The customized order will take more time to fulfill, so please, allow more time for completion of your order.

Retailers:

We offer wholesale on all items and we would love to work with you. Please, [email us](#) for additional information and include "WHOLESALE" in the subject line.

Coupons:

ALL US customers qualify for 35% off for all "RUNWAY LOOKS" items. Please, [email us](#) with your first and last name, mail and email address in order to get a coupon code.

Please, **note!** when use coupon, your order mailing address will be checked, it must be inside US for this particular offer, otherwise you will be charged full price.

Additional:

We love our clients and we truly try our best to please you, but we also love our peaceful working environment. We reserve the right to refuse service to any client, at any point, if our working relationship becomes hostile or harassing. We will bend over backwards to meet your needs, but all requests must be handled with respect. If your nerves get the best of you, your family or your friends, and at any point it is taken out on us, we will give you one written warning prior to terminating our relationship. In these cases, we will refund any and all payments that have been made.

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If you have any questions about our privacy policy, click [here](#) to contact DAN LIU Design LLC via e-mail.

