

COCO TUTU and Leo Cycle

When placing an order, it is important to understand and agree to our terms and conditions. If you have any questions or require clarification on any aspect of the terms and conditions, please contact us immediately at cocotutuatelier@gmail.com

Last updated: 29th December 2023

TERMS AND CONDITIONS

PROCESSING TIME:

1. The processing time for rental and recycle items is 1-3 business days, unless specified otherwise.
2. For custom products, the processing time depends on our availability and the production timeline. The estimated shipment date will be provided to the customer prior to ordering.

SHIPPING:

1. Items are shipped from Hong Kong Island.
2. We utilize shipping providers such as SF Express and Hong Kong Post.
3. Shipping within Hong Kong SAR typically takes approximately 2-5 business days.
4. Shipping includes a tracking number.
5. The customer will be charged for the shipping and handling cost
6. For international orders, please contact the seller to arrange shipping at the buyer's cost.

RETURNS AND CANCELLATION POLICY:

1. Cancellations are not possible for custom orders, rental costumes, and recycled leotard items after the order is placed.
2. In-person fitting is offered for custom and rental costumes, depending on the custom plans, at specified locations determined by the seller.
3. Size adjustments can be arranged during the fitting for rental costumes, as long as they do not affect the design and function of the costume, at the seller's discretion. Otherwise, the seller will recommend an alternative costume.
4. Custom products are final and not eligible for returns or exchanges. Some alterations can be agreed upon during the fitting.
5. The size of the custom costume is determined by the customer's own measurements if the client opts out of in-person measuring by the label.
6. If the customer's actual size differs from the measurements taken, the seller will offer an alteration at an additional cost determined by the seller.
7. All decisions regarding alterations are at the discretion of the seller.

DEPOSIT:

1. A deposit of 500 hkd is required for rental costumes to ensure the proper care and return of our products.
2. The deposit must be paid in full before the costume is released for rental.
3. The deposit will be refunded upon the satisfactory return of the costume, minus any deductions for damages, late fees, or additional charges
4. The deposit refund will be processed after the costume has been inspected and deemed to be in good condition. The client has a choice to leave the deposit with the label until the next rental.

TAXES AND CUSTOMS:

1. Prices do not include taxes for orders outside Hong Kong ASR.
2. Any potential taxes, customs handling fees, or additional charges are the responsibility of the customer.

Please make sure to carefully read and understand these terms and conditions before placing an order.