

## **RETURN POLICY / Stock suits**

IMPORTANT: The "RETURN POLICY" and conditions listed below only apply to BOOGIE MAN suits sold in generic sizes. Under NO circumstances can they be applied to tailor-made models.

### **THE FIRST TRIAL:**

Upon receipt, your suit is new and stiff. It will soften, and provide more mobility and comfort after use.

We strongly recommend that you read the "data sheet" of your model. You will find technical specifications, care and maintenance instructions, as well as advice and information about the model.

### **"Semi-custom" ALTERATIONS SERVICE:**

BOOGIE MAN offers a retouching service at a reduced price on all its range of suits purchased in stock generic sizes.

IMPORTANT: These adjustments can only be carried out ONLY by removing cm, and therefore in case the suit is too large in some places. Under NO circumstances can a part be enlarged in the case of a suit that is too tight.

### **HOW IT WORKS ??**

Do NOT return your suit straight away!

- First, contact our team by email to let us know your wish to make alterations to: [contact@boogiemanager.fr](mailto:contact@boogiemanager.fr)
- Please WAIT for our validation by email, to confirm that your request for adjustment has been accepted.
- Do not hesitate to also provide us with comments and photos to accompany the retouching sheet.

OUR ADVICE : In case of very simple and minimal alterations, it may be easier to direct you to a local tailor. This will also save you some shipping costs.

Be careful though: in case you decide to make your own alterations, the exchange or refund of the suit will no longer be possible. If you make the decision to arrange your adjustments yourself with a local tailor, this will be at your own expense.

Do not hesitate to send us the list of the adjustments made, so that your measurement profile is updated and corrected in our archives.

The "alteration service" time frame is generally 15 working days.

The Boogie Man team will do everything possible to meet these deadlines but shall not be held liable for failure to meet them. This "alteration" period begins on the date of receipt of the suit on our premises, and is counted in working days.

The decision to make adjustments on a suit purchased in stock, using our alterations services will definitely alter the product and make it unsuitable for resale and repackaging.

The addition of an alteration on a suit will therefore make impossible any refund or cancellation process.

### **ADMINISTRATIVE CONDITIONS:**

The rates offered on the BOOGIE MAN website are: "VAT included", ie 20% in force in France.

For non-EU shipments, the order will be invoiced "Excluding VAT". Then, taxes and customs duties will be the responsibility of the customer when the parcel passes through customs. The customer must be kept informed of the rules governing the "duties and taxes" of the country of delivery. These rules may vary from country to country, and BOOGIE MAN can not be held liable for additional costs due to local customs rules and these will be charged to the customer.

The client can not blame BOOGIE MAN, in the case of a late reading of an email.

E-mails received on Saturdays, Sundays and public holidays will be taken into account on the next working day.

## **TERMS AND CONDITIONS :**

In case of incorrect use of the suit, negligence, accident or fall causing damage, failure to comply with washing instructions, alterations made by a third party other than BOOGIE MAN, or a change of opinion of the customer in relation to the type of cut originally chosen, BOOGIE MAN will be able to refuse any process of return product, refund or cancellation of order.

In case of return of product for cancellation of order and refund, BOOGIE MAN will require the recovery of the suit, in perfect state new, and without any trace of use or washing. If there are traces of landing, flight, odor, or use, BOOGIE MAN will refuse the refund or exchange of the product.

The packing bag in perfect condition should also be attached with the suit. A deduction of 30 euros will be applied in case of not returning the packing bag attached with the suit.

A period of 14 clear days is granted to retract and return the product in case of inadequate size, or defect found on the product. This period begins on the date of delivery of the product.

In compliance with these deadlines, BOOGIE MAN may then proceed to the reimbursement, or replacement of the suit.

**IMPORTANT:** The cost of returning a product in case of withdrawal on the choice of the model, the color, or of inadequate size, remains the responsibility of the customer.

In case of an exchange, a model may be replaced only by the same model. The size may be different if it didn't fit. A different color choice can be considered, only if this color is still available.

In the case of a refund, this can be done by bank transfer within 15 days of the return date of the product.

## **CONDITIONS OF DELIVERY AND SHIPPING:**

Shipping costs are indicated in the price list. These costs will also have to be added in case of alterations.

The delivery date corresponds to the day the package is sent from our premises, and not the day that it will be received at the chosen address. Delivery takes place only on working days. A receipt must be signed upon receipt of the parcel.

Boogie Man shall not be held responsible for delays due to the carrier, customs, or other contingencies beyond our control. The parcels sent by BOOGIE MAN are traceable with a tracking number.

France shipments are insured by the company TNT. International shipments are usually insured by FedEx and DHL, but Boogie Man reserves the right to use any other provider of their choice without informing their client. A tracking number will always be available to the client on demand. Delivery times are indicative. The BOOGIE MAN team will do its utmost to comply with these deadlines, but can not be held responsible for failure to respect these deadlines.

If you send a suit in for alterations, **do not forget to put in the package your contact information, name, e-mail, phone number, address, etc.** The return address is as follows:

BOOGIE MAN  
54 rue des hanots  
93100 Montreuil  
France  
(0033) 148580115

IMPORTANT:

Under no circumstances BOOGIE MAN will be held responsible for the non-receipt of a package sent by a customer.

We suggest you use a trackable service when shipping.

In case of a return of a parcel from an area outside the EU, **it is imperative** to mark on the package: "Back to manufacturer for alteration" with "no commercial value".

If the carrier asks for the value, state: "10 euros".

Please do not declare the real value of the suit. In order to clear customs, Boogie Man may be asked to retrieve the package directly from customs. These fees may be invoiced to the customer if he/she has failed to follow our request.

## **REALISM OF MODELS:**

The photos, options, colours and descriptions presented on the Boogie Man website are the closest possible elements used for the manufacturing of our products. That said, some digital screen effects, colours, or proportions relative to the drawings presented, may be slightly different on the received product. The customer will not hold Boogie Man responsible for these differences.

## **GOOD GIFT / DISCOUNT**

If you get a discount, via a gift voucher or other means: first confirm the validity of the offer by sending us an e-mail and wait for our answer.

**Important:** Do not go through one of our distributors to purchase something with a discount or a voucher. Contact us by using the "contact" page via the website. If you wish to use a gift voucher, the original version (not a scan or a photocopy) duly completed with the full name of the winner and the company organizing the event stamp, where the voucher has been won, will be claimed. The voucher will be null and void if the expiration date has passed!

A discount, or "gift voucher", is applicable on the amount of a model, but does not include shipping charges or any alterations.

Several discounts, offers, or "vouchers" can not be used cumulatively. Only one voucher/discount can be used per order.

## **I WISH TO OFFER A SUIT:**

In the case of a gift for one of your relatives, we recommend that you contact us as the first step of this process. Then we recommend buying a gift voucher of a particular value, or "valid for the purchase of a suit." We will take care to validate the payment step, discreetly and directly with you.

## **MODEL MEN AND WOMEN:**

Some models in our collection have more or less different cuts for men and women. The type is indicated in the technical sheet, for each model presented.

## **FABRICS AND MATERIALS:**

The fabrics proposed by Boogie Man are high-quality technical fabrics. Each fabric type will have a different impact on your flight, according to its weight, or it's placement on your suit. Please research these fabrics before buying a product that may not be suitable for your needs or practice.