

**YOUR ORDER:**

- **Emails about your order**
- **Tracking your order**
- **Delivery of your items**
- **Cancellations**
- **Shopping Bag**

**EMAILS ABOUT YOUR ORDER:**

After you place your order, we want to keep you in the loop! You will receive e- mail updates about your order status. Keep these emails for your records.

**Order Confirmation**

Confirm that we have received your order. The order number will be included.

<b>Backorder/Advance Sales Notice</b>	<b>Informs you that your order is unavailable for immediate shipment and will ship when it becomes available. You will not be billed for items purchased with a credit card until the item(s) have shipped. You may be billed for items purchased with a debit or bank card immediately upon order confirmation. When the item is available to ship, you will receive another email with the order number.</b>
<b>Shipment Confirmation</b>	<b>Confirm that your order has shipped. The arrival time of your item(s) depends on the designated shipping method and your location.</b>
<b>Important Notice about your Order</b>	<b>Offers important information about your order, such as; difficulty in processing your order, inability to ship to the address provided, existence of a duplicate order, and cancellation of an order. If you receive one of these emails, please immediately call the Customer Care Representative at 401-489-5300 or 401-486-5366 so the problem can be addressed.</b>

**DELIVERY OF YOUR ITEMS:**

How do I know when I will receive an item I have purchased?

**Delivery Time = Warehouse Handling Time + USPS/UPS Shipment Time**

- **Warehouse Handling Time-**  
Refers to the amount of time it will take for your order to leave our warehouse.
- **Shipment Time-**  
Refers to the amount of time it will take your order to be delivered by USPS/UPS once it has left our warehouse.  
The shipping method you select during checkout (1st Class, Priority, or Priority Express) will determine the time it will take for the order to arrive after it has left our warehouse. As an Example: You order 3 boxes of Magic Strips; it takes 2-3 business days to leave our warehouse. During checkout, you decided you wanted it sooner so you chose "Priority" It will take anywhere from 1-3 business days for your order to arrive. Choosing "Priority Express" which is (overnight) shipping, normally arrives the next day, barring no unforeseen issues.

**Cancellations:**

Unfortunately, some orders may be canceled by our system for many different reasons. Some of these reasons are:

- **The item is unavailable**
- **Difficulty in processing your payment information**
- **Inability to ship to the address provided**
- **Duplicate order**

If your order is canceled, you will receive an important e-mail. It will explain the reason for

the cancellation. Don't worry, you will not be billed for any canceled items. Once an order is canceled, it cannot be reprocessed and must be re-ordered again on [www.necktitemagic.com](http://www.necktitemagic.com)

**Customer Requested Cancellations:**

Our system is designed to process and ship orders immediately. After you have clicked "Send my Order", you cannot cancel or change your order. If you do not wish to keep the item(s) once they have arrived, return them by following our Return Instructions.

**Note:**

You may cancel your order if you receive an e-mail notifying you that we are unable to process your payment information. Please contact us immediately at 401-489-5300 or 401-486-5366 or our Customer Care Team at [info@necktitemagic.com](mailto:info@necktitemagic.com) if you receive this e-mail and wish to cancel your order.

**SHOPPING BAG:**

When you shop on [www.necktitemagic.com](http://www.necktitemagic.com) and add an item to your cart, it is saved for you to purchase. Items in your Shopping Bag will remain until they are purchased or removed.

**Options in the Shopping Bag: Review your order**

Remove an item from your Shopping Cart

Review the details of your order before you proceed to our secure checkout.

Select the item and click "Remove from Cart" and click "Update Cart".

Update order quantity	If you wish to update the order quantity of the item in your cart, type the desired quantity next to the item and click "Update Cart"
Return to Shopping	Items in your Shopping Bag will remain until they are purchased or removed. At any time, you may return to your Shopping Cart by clicking "Shopping Bag" at the top of any page.
Proceed to Secure Checkout	When you are ready to purchase your order, click "Checkout Now". Our checkout process is fast, easy, and secure. Find out more about our Secure Shopping.

**TRACKING YOUR ORDER:**

When can you track your order?

At our warehouse, tracking numbers are assigned (when applicable) to packages immediately and generally appear on our website along with your order information. However, it may take up to 48 hours before the package is checked into the carrier's system. In some instances, your package has already shipped from our warehouse and is on its way to you, but the carrier may not be able to provide any information about your package for up to 48 hours.

Orders placed on [www.necktitemagic.com](http://www.necktitemagic.com) may be fulfilled using USPS or UPS delivery services. The availability of tracking information may vary depending on the chosen shipping method or the selected carrier responsible for delivering your item(s).

Sometimes, orders are delivered by a carrier that does not provide package tracking. This is uncommon, but if it occurs, your order history on NeckTiteMagic.com will not include tracking information. However, it will still display order status and other details. To understand the distinction between tracking information and order status, please refer to the following information:

Finding your Order Status-

- **Check your e-mail**

We will send you e-mails regarding the status of your order

- **Visit the Website**

Sign in to [www.necktitemagic.com](http://www.necktitemagic.com) for your order history at any time. Information about your open order, tracking, and past orders is available.

- **Contact Us**

If you still have questions, please send our Customer Care team an e-mail at [info@necktitemagic.com](mailto:info@necktitemagic.com) or using our website, go to the Contact Us link at the top of the home page. You may choose to call directly at: 401-489-5300 or 401-486-5366 for any questions or concerns.

**How is order status different from tracking information?**

The status of your order is supplied by [www.necktitemagic.com](http://www.necktitemagic.com) This shows the progress of your order between the time it is placed and the time it ships from our warehouse. Once your order leaves our warehouse, it is in the hands of a carrier (such as USPS or UPS) that may provide tracking information until your order is delivered.