

SHIPPING

All orders placed Tuesday - Friday (before 2:00 pm EST) will begin processing immediately and will ship within 48 hours*, pending availability and credit card authorization. All orders placed after 2:00 pm on Tuesday - Friday will begin processing the following business day. Orders placed Saturday, Sunday or Monday will begin processing the following Tuesday. If you'd like to expedite shipping, give us a call and we'll do everything we can to get your new treasure to you when you need it.

Please note that our business hours are as follows:

Tuesday, Wednesday, Friday 9-5

Thursday 9-7

Saturday 9-1

*Holidays excluded.

Sole by One Hip Chic will contact you with a follow-up email if, for some reason, the merchandise you have selected is currently out of stock or if additional identification is needed for credit authorization. Sole by One Hip Chic uses USPS for delivery. Depending on where you are in the country, your package should be 3-7 business days in transit. If your order happens on or right before a holiday weekend, a transit delay will be likely. We cannot guarantee a delivery date but can give you an ETA based on information provided to us by USPS. Sole by One Hip Chic is not responsible for delays due to shipper errors, whether they are due to weather, package misdirection, etc. That said, we would happily work to get you the latest delivery updates.

Once your order has shipped, you will receive an email confirmation that will include the tracking number for your package.

If you decide to refuse any shipments from Sole by One Hip Chic, you are responsible for both the full original shipping cost incurred and the cost of returning the package to us. This amount will be subtracted from your merchandise refund.

TAX

Orders shipped within New York state will be charged 8% sales tax. Orders shipped outside New York state will not be charged for sales tax.

FREQUENT RETURNS POLICY

To ensure a positive shopping experience for all our customers, if we identify through electronic analysis an unusually high return pattern, we may restrict or refuse future transactions from such at Sole by One Hip Chic.