



## General Sales Conditions

Dear Client,

*Thank you for confiding in us.*

*Your order has been prepared with utmost care; however, should you encounter an error or problem, do not hesitate to inform us. Please find below the conditions under which we will do everything possible to meet your expectations*

*We would be grateful for your suggestions to help us improve our service, in order that we may better satisfy your needs. Please feel free to contact us by e-mail ([info@dolphinwear.com](mailto:info@dolphinwear.com)) or by telephone on +33 493 340 308*

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### Deliveries and Dispatch

Dolphin Wear can deliver to anywhere in the world. Our initial quotations are calculated on the basis that delivery will take place in Antibes. Thereafter, the dispatch costs of your delivery are calculated, in your best interest, according to the shipment, the time - frame and the destination.

Delivery time-frames are subject to the efficiency of external service providers. We take care to select the most reliable service partners according to the delivery destination; however, we cannot be held responsible for delays beyond our control.

Deliveries and dispatches will be carried out only once complete payment of the order had been received.

All orders undergo multiple checks prior to delivery or dispatch. However, should you encounter an error or problem with the delivered items, please inform us within the 5 days following the receipt of your order.

### Returns

If the articles you receive do not conform to your size or choice preference, they can be returned or exchanged within 30 days following receipt, provided that:

- The articles have not been worn or washed
- The articles do not form part of a special order from our suppliers (e.g. particular colors or models, custom-made articles, ...)
- The articles were not purchased in particular promotional circumstances (e.g. end of series, sales etc...)
- The articles have not been embroidered or screen printed (except in cases of error on our behalf)

In cases where products are to be returned, a credit note will be drawn up. No refund will be given.

### Embroideries and alterations

We dedicate our utmost attention to the quality of our embroideries and alterations. In order to enhance the quality and longevity of our embroideries, some are covered with a fine plastic film during the embroidery process. Despite the care that is taken to remove this film prior to delivery of the final product, it is possible that small particles remain present on certain polos. They will disappear upon washing.

### Advice:

We generally advise you to wash the articles once before use.

Please follow the instructions for washing and drying, found on the labels attached to the inside of the articles.

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*Once again we would like to thank you for placing your confidence in us.*

*We hope that you will enjoy making use of our products and we look forward to working with you again in the future.*

*Kindest regards,*

*The Dolphin Wear Team.*

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