

Delivery Policy

When will I receive my order?

It takes us 2 to 5 business days to process an order, after which we will ship it to you. You will also have to take into account the shipping time, which depends on your location, but you can estimate it as follows:

- USA: 3-4 business days
- Europe: 3-7 business days
- Australia: 2-14 business days
- Japan: 4-8 business days
- International: 10-20 business days

Where is my order shipped from?

We work with a print-on-demand company with management centers all over the world! all over the world!

Will I have to pay customs fees for my order?

International orders may incur additional customs fees. This fee is not under our control, and is the decision of your local customs agency. Customs policies vary greatly from country to country, so we recommend that you speak with your local authorities to clarify this point.

My order should have arrived by now, but I haven't received it yet, what do I do?

Before contacting us, please help us by following these steps:

- Check your confirmation email to make sure there are no errors in the shipping address.
- Ask for your order at your local post office.
- Ask your neighbors if the carrier has left your package with them.

Pro tip: Avoid theft. If you will not be at home on the day of delivery, use your work address or wherever you will be.

If the address is correct and the package is not at the post office or with your neighbors, please contact us at contact@n-rise-brand.com with your order number.

If there is a problem with your shipping address, we may be able to reship your product, but you will be responsible for the costs.

Pro tip: Your zip code is a crucial part of your address. Make sure you enter it correctly.

Orders

How are the products made?

We work with a print-on-demand dropshipper, which has production and logistics centers all over the world. Your orders are printed and shipped from the center closest to the customer's final address.

How do I track my order?

If your shipping method includes tracking, you will receive a link by email when your order is shipped. If you have any questions about your shipment, please contact us at contact@n-rise-brand.com.

I received a wrong or damaged product, what do I do?

We are sorry if your product arrived damaged. To resolve it as soon as possible, please email us at an email to contact@n-rise-brand.com within one week from the time of delivery with photos of your damaged of your damaged product, your order number and any other details you have about the order. We will contact you with a solution as soon as possible!

Returns

What is your return policy?

We do not offer returns or exchanges, but if something should happen with your order, please contact us at contact@n-rise-brand.com.

Do you give money back?

We only offer refunds to customers who receive wrong or damaged items. If this is your case, please contact us at contact@n-rise-brand.com with photos of your item and we will find a solution. of your item and we will find a solution.

Can I exchange a product for a different size or color?

At this time, we do not offer exchanges. If you are not sure what size will fit you best, please check our size best fit, please check our size guides in the product descriptions. It is not a common case, but it may happen that there is an error in the labeling of a product. product. If this is the case, please contact us at contact@n-rise-brand.com within one week of delivery. From the time of delivery. Include your order number and photos of the item in question and we will help you as soon as possible. and we will help you as soon as possible.