

## GoDressy.com Terms of Agreement and Procedures

### Online Sales/Return Policy:

We have a very strict "no returns" policy on GoDressy; except for very specific reasons. You are only required to accept a return for a full credit for these reasons. You can read the Online Sales Policy that delineates those reasons, and that the consumer is required to agree to before they can process their order, here: [Shipping & Returns](#)

### Shipping charges:

Basic handling and ground shipping is free on GoDressy.

You are responsible to communicate with the consumer if you are concerned that there may be a problem getting their item to them by their wear date. If expedited or international shipping is required you would need to communicate that directly to the consumer and they would pay you directly for those additional expedited shipping fees or for any other special handling fees that are required to get the item to them on time.

### Here is the procedure to follow regarding shipping:

- 1) When the item is purchased it is automatically removed from the inventory on your website and on GoDressy.com.
- 2) If you do not ship this item you can cancel the order and the item will be automatically returned as available inventory on your website and GoDressy.
- 3) It is also possible that you will receive an order on your website or through GoDressy on an item that a vendor has "Designated Inventory" [DI] to eStyleCentral.com. You will receive the order through GoDressy if you are the closest authorized retailer to a consumer who orders a piece of DI on the GoDressy website. You will be informed that the item that has been sold is being held as "Designated Inventory by the vendor." Orders on DI can be placed on your website or GoDressy. If you receive such an order you need to contact the vendor to let them know that you have received an order on an item that they are holding as DI for eStyleCentral clients.

### Possible scenarios and what to do in each circumstance:

- 1) If you have received an order on your website or GoDressy; but you choose to special order the item from the vendor so you can keep the item in your store (for example, because it is a great style and the vendor can fill the order by the customer's wear date) you should:
  - a. If the item is available as DI (this will be indicated on your order, it will say, **"This item is in your In Store inventory, but it is also being held as Designated Inventory by the vendor."**) when you call the vendor be sure to let them know you are ordering a unit of DI that they are holding for eStyleCentral.com clients. You then need to add the inventory for this style back to your website immediately.
  - b. If the item is not being held as DI, but the vendor does have this item in his regular stock, then you should order the item as you normally would, but remember to add the item back to your inventory.
- 2) If you discover that you cannot ship the item for whatever reason this is what you should do in each circumstance:
  - a. If you discover, after speaking with the customer, that they need a different size, then:
    - i. If you do not have the item in the size they need and you cannot order the correct size from the vendor in time for the wear date; cancel the order on the item so the piece you have in inventory will be added back to your website and GoDressy.
    - ii. If you have the item in your store stock in the size that they need, then ship the correct size and adjust your inventory accordingly (add the item that was deducted back to your inventory and deduct the unit of inventory that you ultimately shipped.)
    - iii. If you do not have the item in the correct size, but you are able to order the correct size from the vendor then follow the instructions in 1a & 1b above. You will need to add the size that was ordered back to your inventory.
  - b. If you discover that you do not actually have the item that was ordered in stock (which may happen for any number of reasons) or you discover the item is damaged or cannot be shipped for any reason. Follow the instructions in 2a above, but do not add the item back to your inventory. If you cannot get the item from the vendor's regular inventory, then you should cancel the order and inform the customer why you were not able to fulfil the order. Please do this by sending them an email to the consumer and please CC that email to [sal@estylecentral.com](mailto:sal@estylecentral.com)
  - c. If an order is placed on an item that is designated as "Dedicated Inventory" and you discover that you cannot fulfil that order because the vendor did not actually have the unit that he was supposed to be holding for eStyleCentral clients available, then you should cancel the order and inform the customer why you were not able to fulfil the order. Please do this by sending them an email to the consumer and please cc that email to [sal@estylecentral.com](mailto:sal@estylecentral.com)

If an order is not fulfilled for **any reason** eStyleCentral.com must be informed. Failure to inform eStyleCentral.com about non-fulfilled orders and the reason why the order was not fulfilled can result in having your inventory removed from GoDressy.com.