

CUSTOMER SERVICE FAQs

What forms of payment do you accept?

We accept American Express, VISA, MasterCard and Discover credit cards, as well as PayPal. We do not accept cash, money orders, COD or checks.

Do you ship internationally?

We only accept orders that ship to the **United States**. Shipping is available to all 50 United States. Standard Shipping and Expedited Shipping may ship via either FedEx or UPS.

Do you ship to P.O. Boxes?

Unfortunately, at this time, we can not ship to P.O. Box addresses.

What are your shipping rates?

SHIPPING METHOD	Delivery By	Shipping & Handling Charges
STANDARD SHIPPING	Estimated 8-10 business days	\$8
EXPEDITED SHIPPING	Estimated 5-7 business days	\$12 – 2 items or less \$15 – 3 to 5 items \$18 – 6 items or more

Do you charge sales tax?

All orders with a billing address in New York State are subject to sales tax rates which vary according to individual county and/or city rates.

What is your return/exchange policy?

We do not accept returns or exchanges on any items with an interior crotch or gusset. Such items include, but are not restricted to: panties, bodysuits, teddys, leggings or thigh shapers. Items that are not returnable will be marked as “NON-RETURNABLE” in the product page. Any other items returned, with tags removed, or having been used, soiled or damaged will not be refunded.

For all other items, if you are not satisfied with your purchase, you may return it for a credit or exchange. Simply return unworn merchandise ***with all tags attached*** within 30 days of the ship date for an exchange or refund. Credits or charges due will be issued to the original credit card. ***Initial shipping fees and return shipping costs are not refundable.***

Please note that exchanges are processed as a return and a subsequent shipment. You will receive a credit issued back to your original payment method for the item(s) you are returning, and then charged separately for the exchange when it ships (including shipping costs to ship the exchange). Returns received after the period of 30 days after the ship date will not be accepted. Please allow up to fifteen (15) business days for your return/exchange to be processed. If you request a replacement item as an exchange, you will be charged shipping fees to ship your exchange to you.

Your return will be processed and your credit card credited within fifteen business days of receipt of the returned merchandise. Please allow up to two billing cycles for a refund to appear on your credit card statement.

How do I return or exchange something?

You will find a Return-and-Exchange form enclosed with your order. To return an item, complete the form and enclose it with the merchandise you are returning. Please indicate on the form whether you would prefer a refund or an exchange, and allow up to fifteen business days for your return or exchange to be processed. We will notify you via e-mail of your refund once we have received and processed the returned item. Shipping fees on your original order are not refundable.

What if I received the wrong item?

Should we have sent you incorrect merchandise or you received damaged merchandise, please notify us immediately at info@du-mi.com. We will email or fax you a pre-paid return shipping label and we will not charge you for the shipping costs of replacement merchandise. Replacement merchandise will not be sent until the mis-shipped item is returned and processed. Mis-shipped merchandise must be shipped back in the original packaging in which the order was sent to you, so that we may assess and apply shipping costs to the return.

Who pays for return/exchange shipping?

You do. You must pay to ship any returns or exchanges yourself. We recommend using an insured, traceable method.

To what address should I send a return?

Total Solutions

Attn: DuMi Returns

102 Trinity St

Fairmont, NC 28340