

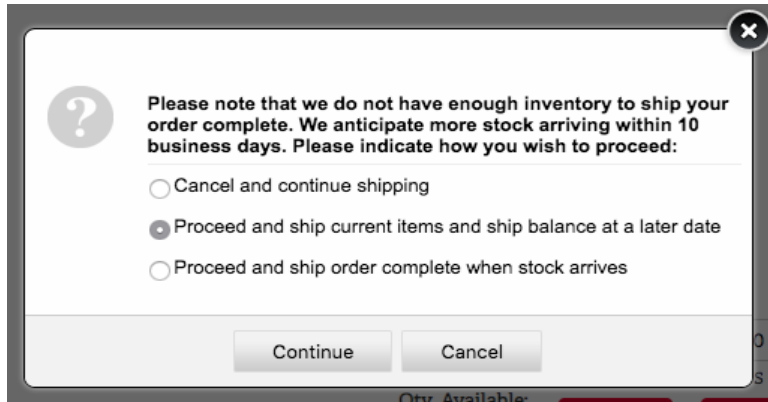
# Wajax E-Store FAQs

## 1. What is the status of my order?

Brand on Demand (BOD) items are not held inventory and may take up to 10 business days to produce or sooner from the moment you submit your order.

If you selected Stocked items and the inventory is not available it may take up to 10 business days to produce or sooner from the moment you submit your order.

If you selected Stocked items and the inventory is available, orders will ship within 24 hours provided you select "Proceed and ship current items and ship balance at a later date" after you add the products to your Cart.



For all other inquiries, please call our friendly Customer Service Representative to inquire about the status of your order at 1-866-566-7882 or [service@cottoncandy.com](mailto:service@cottoncandy.com).

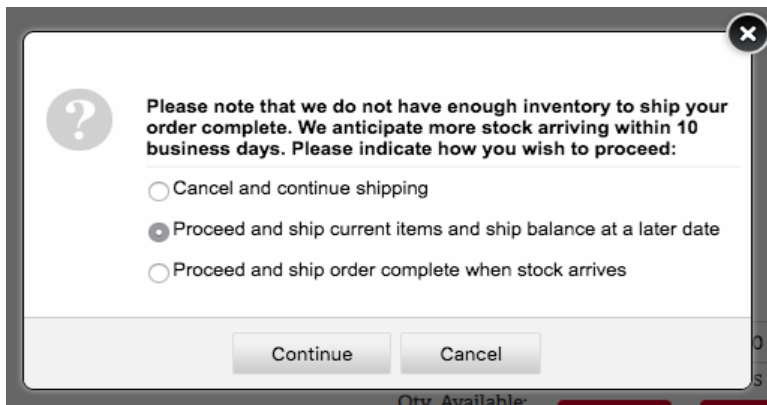
## 2. How do I know my order has been shipped?

Once your order has shipped, you will receive an email notification with a tracking number to look up your delivery status (except for Same Day Delivery Service and Pick Up at Cotton Candy Orders). Please ensure you enter the email address you want the tracking information sent to under the "Shipping Information" section at Checkout on the store.

Brand on Demand (BOD) items are not held inventory and may take up to 10 business days to produce or sooner from the moment you submit your order.

If you selected Stocked items and the inventory is not available it may take up to 10 business days to produce or sooner from the moment you submit your order.

If you selected Stocked items and the inventory is available, orders will ship within 24 hours provided you select “Proceed and ship current items and ship balance at a later date” after you add the products to your Cart.



For all other inquiries, Please call our friendly Customer Service Representative to inquire about the status of your order at 1-866-566-7882 or [service@cottoncandy.com](mailto:service@cottoncandy.com).

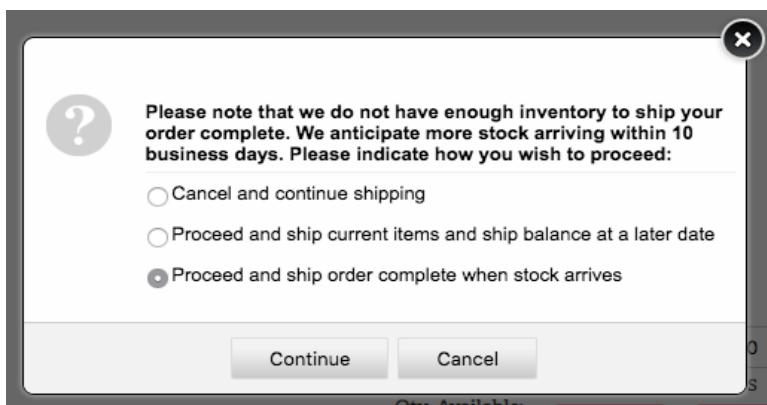
### 3. Can I track my order?

Once your order has shipped, you will receive an email notification with a tracking number to look up your delivery status (except for Same Day Delivery Service and Pick Up at Cotton Candy Orders).

Please ensure you enter the email address you want the tracking information sent to under the "Shipping Information" section at Checkout on the store.

### 4. Will you ship my full order or split as the items become available?

We will ship according to the feedback you provide after you select your products and “ADD TO CART”.



### 5. How long will a back-order item take to ship?

Provided there are no stock issues from the suppliers it takes approximately 10 business days to produce and ship. If an item takes longer than 10 business days you will be notified by our friendly Customer Service Representative.

## **6. What is the policy on exchanges?**

Cotton Candy always stands behind its commitment to customer service and product quality. We excel at providing superior service to our customers, and feel we have done our job only when each person who purchases anything from us is completely satisfied with the process and the product. To this end, Cotton Candy commits to resolving all customer service issues within two (2) business days.

We accept product returns within 30 days for just about any reason (e.g. defective product, incorrect size, dissatisfaction) but do ask that all returned products are in "like-new" condition. Shipping costs will be paid by the customer unless an error was committed by Cotton Candy and a copy of the original invoice or packing slip must be included with the return.

Returns to Cotton Candy are supported through the following options:

- Email : [service@cottoncandy.com](mailto:service@cottoncandy.com)
- Phone: 1-866-566-7882

All efforts will be made to resolve any issue pertaining to defective merchandise. Note that our choice of resolution differs based on the particular return issue. For example, Cotton Candy would generally issue a credit if a coffee mug arrived broken, but if an article of clothing arrived with a misprinted logo, Cotton Candy would request that it be returned to us (at our expense) so we could address the issue directly with the manufacturer. In this case, we will ship a replacement immediately.

At Cotton Candy, a return becomes one more way for us to showcase our first-class level of customer service.

## **7. Do you offer larger sizes not listed on the store?**

We can order larger sizes if its available.

To inquire about larger sizes, please contact our friendly Customer Service Representative at 1-866-566-7882 or [service@cottoncandy.com](mailto:service@cottoncandy.com).

## **8. How is an order processed with the "Marketing Budget" option?**

Once you submit an order by selecting the "Marketing Budget" option at Checkout, your order will be emailed to Wajax Marketing team for approval. They will review the order and either approve or contact you for additional information. Once your order has been approved you will receive an email confirming it has been processed to ship.

## **9. How can I recommend new items?**

We welcome all your suggestions. Please take the on-line survey at Checkout on the Wajax Store or contact Wajax Marketing if you not ordering on-line.

## **10. How often will the site add or remove items?**

New products are added twice per year for Spring/Summer and Fall/Winter.

Discontinued items will be listed under the "Clearance" Section of the store.