

**Please Read Our Shipping and Return Policy Below**



Order Form

Order Online:

Order by Email

[www.blackenterprizeconsulting.com](http://www.blackenterprizeconsulting.com)

[info@blackenterprizeconsulting.com](mailto:info@blackenterprizeconsulting.com)

**SHIP TO ADDRESS**

Name: \_\_\_\_\_ Street: \_\_\_\_\_

City: \_\_\_\_\_ State/Zip: \_\_\_\_\_

Phone #: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Item	Color	Size	Quantity	@ Rate (price in the catalog)	Total Amount

					G. Total: _____

***You can get Logo embroidery/Text embroidery. Each logo or text embroidery is \$3, and both are for \$5.***

**COMMENTS: (Please place any additional comments and questions)**

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**SHIPPING AND RETURNS**

**Normally Super Rush orders are Dispatched in 1-2 business days, and the courier delivers in 4-6 business days, against an upcharge of \$12 for the complete order.**

**Normally Rush orders are Dispatched in 1-4 business days, and the courier delivers in 4-6 business days, against an upcharge of \$8 for the complete order.**

**Normally Regular orders are Dispatched in 1-7 days and the courier delivers in 4-7 days.**

Embroidered/Altered/Screen Printed/Customized items may take 1 to 5 business days more.

Super Rush & Rush delivery time frame specified above is for Orders less than \$200. For Orders above \$200, it might take longer than the specified time frame for super rush & rush delivery,

Bigger orders according to their size may take up to 20 to 30 days for delivery

Customers outside the USA please see the icon "International Shipping Rates" on our website.

For Rush and Super Rush orders, PO Boxes are not acceptable. Please provide a physical address.

Please note that courier delivery times are estimates and Black Enterprize Consulting cannot be held accountable in any form for any delays caused by the courier company.

### **RETURNS AND EXCHANGES**

We are happy to deal with exchanging or returning any product (either do not like the product or color does not look good or the product looks defective whatever the reason maybe).

For exchange/return please send us an e-mail at [info@blackenterprizeconsulting.com](mailto:info@blackenterprizeconsulting.com)

All merchandise must be returned within 15 days of receipt of the order mentioning the order number.

We will only accept returned items that are unused, unworn and unwashed, and in original packaging.

The customer will have to send the products on his/her own and the Restocking fee will be charged US \$3.5 for the first item and US \$2.00 for each additional item.

Freight on each side will be deducted for USA @ 25% of the order amount or \$6.99 whichever is more and for International orders @35% of the order amount or \$17 whichever is more. This will also apply where Free Shipping is applied.

If the customer does not receive/accept the shipment because of any reason whatsoever then that shipment will be treated as a return shipment and both side Freight will be deducted together with other deductions.

All items marked clearance, closeout, or final markdown are excluded from any exchange or return policy and sold as is. No returns are accepted for any reason.

Loose Fabric and all items marked clearance, closeout, or final markdown are excluded from any

cancellation, exchange, or return policy and are sold as is. No exchanges/returns are accepted for any reason.

All items purchased from Black Enterprize Consulting Scrub and Lab Coat Line are made pursuant to a shipment contract. This means that the risk of loss and title for such items passes to the customer upon our delivery to the carrier.

Embroidered or altered/personalized items are non-returnable, non-exchangeable, and nonrefundable, no matter what the reason is. In case of wrong embroidery, we will send embroidery patches free of cost in the whole USA.

Reshipping charges and \$10 will be charged for Undelivered Australian/Hungarians orders shipped using a local forwarder.

If the items are received without alterations/changes then the extra charge for that service will be refunded and in case of a minor style difference, 25% of the item cost will be refunded whereas in case of a major style difference, 50% of the item cost will be refunded. On our customer's request we reduced the cost drastically therefore in all cases customer will have to pay the return/exchange cost

No claims whatsoever will be entertained after the passing of one month.

### **Return Authorization**

In order to return an item, please send us an e-mail at [info@blackenterprizeconsulting.com](mailto:info@blackenterprizeconsulting.com) with the order number and articles to be returned within 15 days of delivery so that the return authorization number and return address can be provided. If orders are sent back without taking the order number then a \$10 processing fee will be charged. If you are returning items from multiple orders then please request a return authorization number for each individual order separately. We will issue a return authorization for any reason; however, we absolutely WILL NOT accept unauthorized returns. Returns that are sent back without an authorization number, or are not sent to the correct Return Center address, will not be returned to you, and your account will not be credited, no exceptions will be made.

### **Exchanges**

Exchanges are not possible from one item category to the other. When merchandise is received and processed then your exchange pieces will be shipped.

In order to provide the same shade in bigger orders and to get reduced/best shipping rates for international orders and for Rush and Plus size orders we have made special arrangements to place personalized orders (made to order/embroider/alter) with our vendors overseas and to deliver to the customer directly through international courier within our stipulated time posted on our website without any up charge to our customers, therefore such orders cannot be canceled/return/exchange and if for bigger orders, you do not like to place personalized order then please let us know by e-mail to pick it from our available stock meaning that the whole order will not be in one shade. According to the policy of the Credit/Debit card payment processor "Payment method surcharge" will not be refunded in case of Cancellation/Refund.

### **Return Processing Times**

It takes only a few days to process the return and credit your account, or to issue an online store credit only if you like. We will notify you via e-mail once your return has been processed. Please note that your financial institution will likely take approximately seven business days to reflect this transaction. If you have any questions about your return, please contact Customer Service. Shortages or Incorrect Orders All claims for shortages or incorrect orders must be presented to us by fax, or email, within 5 business days from receipt of your order. (Be sure to include the order number, item, and your name.)

### **Order Cancellations**

Cancellation requests must be sent by email, orders cannot be canceled over the phone or online chat.

Order can be canceled against a cancellation charge of 10% (minimum US \$5.00) provided they are not picked otherwise re-stocking fee will also be required for cancellation which can be informed after checking the status of the order. According to the policy of the Credit/Debit card payment processor "Payment method surcharge" will not be refunded in case of Cancellation/Refund. All cancellations require the issuance of confirmation from our customer service department. We must confirm through e-mail that your order has been canceled. Orders shipped and refused/returned by the customer will still be charged as per our return policy. In order to provide the same shade in bigger orders and to get reduced/best shipping rates for international orders and for Rush orders we have made special arrangements to place personalized orders (made to order/embroider/alter) with our vendors overseas and to deliver to the customer directly through international courier within our stipulated time posted on our website without any up

charge to our customers, therefore, can not be canceled and for bigger orders if you do not like to place personalized order then pls let us know by e-mail to pick it from our available stock meaning whole order will not be in one shade.

Embroidered / Altered / Personalized / Drop Ship orders can also not be canceled as they are specially made on request. "Custom orders"

International customers are responsible for paying their import duties and taxes, if any, to the local authorities.

If because for any reason, alter/embroidered or clearance items are returned then a restocking fee will be charged at \$4 per item.

Customers are informed in their best interest that they should place orders online and if placed through an e-mail or fax then the risk of any fault/problem is of customers.

Customers buying college/university scrubs have to abide by their institution's regulations

We suggest customers first buy small quantities and when they know the required color and sizes then they can buy big because of selling good quality at remarkably lower prices cost of return/exchange looks very high.

**Please type Name Here Confirming You Have Read and Agreed to the Shipping and Return Policy:**

**(Type First and Last Name Here)**