

Store Policy

Contributed by Alan
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Shipping Policy and Tax Information

- 1) Cilabo-studio.com will ship out your order within two business days of receiving your order from our warehouse in Southern California. We will inform you via email of your order information and the estimated day of delivery.
- 2) If any back order situations occur, we will inform you immediately by phone or via email.
- 3) Most of the packages to the US continental addresses will be shipped by UPS Ground service. For Hawaii and Alaska orders, we will charge a second-day service charge of \$23.00 via Federal Express.
- 4) The standard ground shipping is from 2 to 6 business days. Canada address will cost \$25.00.
- 5) If your shipping address is in the US continental states, your ground shipping is flat rate at \$8.00 for all order less than \$200.00 and Free for all the order over \$200.00.
- 6) UPS will insure up to max. \$100.00 for your package for all ground shipping with flat rate at \$8.00
- 7) UPS will insure up to max. \$400.00 for your package if you add \$4.00 more to the shipping fee for all orders less than \$200.00 or over \$200.00
- 8) For Hawaii and Alaska orders, the shipping charge will be \$23.00 (Second Day Service) For Canada address, the shipping charge will be \$25.00.
- 9) For international destinations, the shipping charge will be \$37.00.
- 10) www.cilabo-studio.com is not responsible for any physical damage/missing to products by shipping company.
- 11) Sales tax may apply to orders depending on shipping addresses. If an item is subject to sales tax in accordance with local tax laws, the tax will be calculated on the total prices of (1) products, (2) shipping if any. The estimated tax amount will appear when you check out and the actual tax amount and the actual charge on your credit card will appear in your order confirmation email when your order is processed. For shipping destinations within New York State, please add local sales tax for all products excluding health food items. The tax rate can range from 7 to 9.5 depending on the county of your residency. For example, New York City, the sale tax is 8.375%. For Nassau county and Suffolk county, the sale tax is 8.625%. For the shipping destinations outside New York State, there is no sales tax on purchases.

Limitation of Liability

In no event shall the store owners, its parent, subsidiaries, or affiliates, or their respective officers, directors, employees, representatives, or agents be liable for direct, special, incidental, consequential, punitive, or indirect damages (including but not limited to, loss of data, use, or profits), however caused, whether for breach of contract, negligence, or otherwise, and whether or not this company has been advised of the possibility of any such damages. You agree that the company parties and maximum liability arising from any product sold shall not exceed the price of such product. Some jurisdictions do not allow the limitation of exclusion of liability for certain damages so the above limitations and exclusions may not apply to you to the extent such jurisdictions law is applicable to this agreement.

Customer Ordering Errors

The customer is responsible for entering their order correctly online. We are not responsible for customer mistakes during ordering. Examples of which (but not limited to) are typing errors ("typos"), transposing addresses, swapping billing and shipping addresses, selecting the wrong items or colors, duplicate orders, etc... While we will certainly work with the customer to try and resolve the mistake, the responsibility is the customers' to give us the correct order information in the first place. If we can't catch an incorrect address, an order change request, etc... we will not bear the costs of the customer error. Please double check the order for errors before submitting it. Once an order has begun processing in the warehouse, we are unable to cancel the order/shipment.