

Shipping & Delivery — Terms & Conditions (Worldwide)

Brand: TOTAL DEFINER STORE — Luxury shapewear for daily wear and postop healing,

1) Scope & Acceptance

By placing an order on **TOTAL DEFINER STORE** (“we”, “us”), you (“you”, the “Customer”) agree to these Shipping & Delivery Terms & Conditions, which form part of our overall Terms of Service and apply to all worldwide shipments unless expressly stated otherwise at checkout or in your order confirmation.

2) Delivery Availability & Location Detection

Product pages indicate if an item can be delivered to your location.

Availability depends on courier network coverage and local import restrictions.

To determine eligibility and display accurate shipping options, **we use your default delivery address** saved in your account or provided at checkout.

We reserve the right to refuse or cancel shipments to addresses that are incomplete, unverifiable, PO Boxes (where courier restrictions apply), freight forwarders, or locations with import prohibitions.

3) Order Processing Times

Instock items: Usually process within **1-2 business days** (Mon–Fri, excluding public holidays at the shipfrom origin and the destination country).

Peak periods & promotions: Processing may take **3-5 business days**.

Preorders / backorders / custom bundles: The estimated dispatch window will be shown on the product page and/or confirmation email. Your order ships when all items are available unless you select split shipping (where offered).

Note: Processing time is separate from transit time.

4) Shipping Methods & Couriers

We partner with reputable international couriers and postal partners to provide a **competitive, reliable delivery experience**.

Carrier selection: Orders may be delivered by various couriers. **It is not possible to choose a specific courier** at checkout.

Service levels: Economy, Standard, or Express options may be displayed based on destination and weight/volume constraints.

5) Shipping Fees & How Costs Are Calculated

At checkout, we calculate the exact delivery charge based on the **number of items, item type, total weight, dimensional (volumetric) weight, and destination**.

Total delivery cost = “Per Delivery” fee + “Per Item” or “Per kg” fee.

“Per Item” fees apply per unit in your cart.

“Per kg” fees apply to either **actual weight** (delivery weight) or **dimensional weight** (based on package size), **whichever is greater** according to industry standards.

Reference Fee Table (Selected Countries) — USD

All fees are **indicative** and may change. Final charges are shown at checkout in **USD** (or as otherwise displayed for your market)..

Global Zones — USD (Displayed at Checkout)

We deliver worldwide. For destinations not listed above, shipping is calculated dynamically at checkout in **USD**, based on weight/volume and address:

United Arab Emirates (UAE) — Calculated at checkout (USD)

GCC (Qatar, UAE, plus above) — Calculated at checkout (USD)

Middle East & North Africa (nonGCC) — Calculated at checkout (USD)

European Union & EEA — Calculated at checkout (USD)

United Kingdom — Calculated at checkout (USD)

North America (USA, Canada, Mexico) — Calculated at checkout (USD)

Latin America (excluding Mexico) — Calculated at checkout (USD)

AsiaPacific (East & Southeast Asia) — Calculated at checkout (USD)

South Asia — Calculated at checkout (USD)

Oceania (Australia, New Zealand, Pacific Islands) — Calculated at checkout (USD)

SubSaharan Africa — Calculated at checkout (USD)

Global Zones — USD (Displayed at Checkout)

We deliver worldwide. For destinations not listed in the country table above, shipping is calculated dynamically at checkout in **USD**, based on weight/volume and address. To help planning, here are **indicative reference ranges** (final pricing depends on carrier quotes at checkout):

THESE ARE ONLY REFERENCES RANGES NOT THE FINAL AMOUNT

These are planning ranges only. At checkout we show live carrier quotes. Some lanes may be lower/higher depending on service level (Economy/Express), fuel surcharges and seasonal factors.

Remote Area Surcharges: Certain postcodes may incur an extra **\$15-\$45 per shipment** (or a perkg surcharge, typically **\$0.50-\$1.00/kg**) as defined by carriers. Applied automatically at checkout when a remote/extended area code is detected.**Oversized/Heavy Items:** Items exceeding standard dimensional thresholds may attract special handling fees.

Volumetric Weight: Carriers charge the greater of actual vs. dimensional weight. We use industry standard formula (**$L \times W \times H$ in cm**) $\div 5000$. Minimum billable weight may apply (e.g., **0.5 kg**).

Example (illustrative): 1 box to USA, actual weight **0.8 kg**, size **30x25x12 cm** \rightarrow volumetric = $30 \times 25 \times 12 / 5000 = 1.8 \text{ kg}$ \rightarrow billed at **1.8 kg**. Using the North America range: **\$20** (per delivery) + **\$10-\$16** \times **1.8 kg** \rightarrow approximately **\$38-\$49** total before any surcharges.

6) Duties, Taxes & Import Clearance

Unless explicitly labeled **DDP (Delivered Duty Paid)** at checkout, orders are shipped **DAP (Delivered At Place)**. This means **import duties, taxes (including VAT/GST), and brokerage fees are your responsibility** and will be collected by the carrier or customs prior to or upon delivery.

Refusal to pay duties/taxes may result in the parcel being returned or abandoned. **Unrefunded costs** (twoway shipping, customs return fees,

handling) may be deducted from any eligible refund under our Returns Policy.

You are responsible for ensuring that the goods can be lawfully imported into the destination country and for furnishing any permits or registrations required by local authorities.

7) Address Accuracy, Changes & Order Edits

Please review your shipping address carefully at checkout.

Changes after dispatch are rarely possible; where a carrier permits, a **reroute fee** may apply and delivery times may be extended.

Orders flagged for verification (e.g., payment checks, address validation) may be delayed until successfully confirmed.

8) Tracking & Delivery Attempts

A tracking link is provided once your order ships. Tracking may update after the first scan by the carrier.

Carriers may make **1-3 delivery attempts**. If no one is available, a notice may be left for collection from a local point or a redelivery can be scheduled (where available). Some destinations require **signature on delivery**.

9) Split Shipments

We may ship items separately for speed or logistics constraints. You will receive separate tracking numbers when applicable. Shipping fees are calculated on the whole order and not duplicated for splits arranged by us.

10) Risk of Loss, Title & Inspection on Delivery

Risk of loss passes to you upon delivery to the address you provided or upon collection from a carrier pickup point.

Please **inspect parcels upon receipt**. If a package is damaged, **note the damage with the courier** at delivery (if possible) and **contact us**

within 48 hours with photos of the packaging and product so we can assist.

11) Lost, Late, or Damaged Parcels

Late deliveries: Weather, customs, and operational disruptions can cause delays. Provided ETAs are not guaranteed.

Lost parcels: If tracking shows no movement for an extended period or shows “delivered” but you did not receive it, contact us within **7 calendar days**. We will coordinate an investigation with the carrier. Resolutions may include replacement, reshipment, store credit, or refund as appropriate.

Claims submitted **after 30 days** of the last tracking update may be timebarred by carriers.

12) Undeliverable or Refused Deliveries

If a parcel is returned as **undeliverable** (incorrect address, unclaimed from pickup point, refusal to pay duties/taxes, refusal of delivery), we will process a refund **minus**:

- o original shipping costs,
- o return shipping and handling fees charged by the carrier, and
- o any nonrecoverable duties/taxes or customs return charges.

If you prefer reshipment, additional shipping fees will apply.

13) Prohibited / Restricted Destinations & Items

We comply with export controls and sanctions. Some destinations or product types may be restricted or prohibited. If your order is affected, you will be notified and refunded for any unshipped items.

14) Force Majeure & Events Beyond Our Control

We are not liable for delays or failures to deliver caused by events beyond our reasonable control, including but not limited to acts of God, weather, war, strikes, pandemics, government actions, customs holds, or carrier disruptions.

15) PO Boxes, Hotels & Forwarders

PO Boxes: Many couriers do not deliver to PO Boxes. Where postal service is used, size/weight limits apply.

Hotels/Temporary Addresses: Delivery is at your risk. Ensure complete details and alert the hotel concierge. We recommend ordering early to ensure you are still in residence at delivery.

Freight Forwarders: Delivery to a forwarder constitutes delivery to you. Issues after the forwarder receives the parcel are outside our control.

16) CountrySpecific Exceptions

Local regulations may impose additional requirements (e.g., national IDs, import permits, or KYC). The carrier or customs may contact you for documentation. Failure to provide documents promptly can cause delays or returns at your cost.

17) Customer Support

For help with an order in transit (address corrections, delivery scheduling, damage or loss claims):

Email: support@totaldefinerstore.com

Order details required: order number, full name, delivery address, brief description, and photos (for damage claims).

18) Changes to These Terms

We may update these Shipping & Delivery Terms periodically. The version effective for your order is the one published on our website at the time of purchase, unless a later version benefits you and we apply it retroactively at our discretion.