

Natural Spin Signature Products

- We accept returns & exchange on any unworn shoes and dancewear within 14 days of shipping.
 - When you receive your orders, try items as soon as possible.
 - While trying on shoes, please stay on a clean, carpeted surface - returns are accepted only for unworn shoes, with no scratches, no scuffmarks, no toe impressions, etc.
 - For the dancewear, make sure there are no scratches, marks, and makeup leftovers.
- If you want to return shoes or dancewear, please contact us first for shipping instructions before sending back your order to us (also, see below).
- Refund will be subject to a 20% restocking fee for return products.
- Returns for exchange will not be subject to the handling fee but will be required to pay the shipping fee for sending the new products. You will also be responsible for returning the order to us at your expense as not a result of our error.

It is necessary you to fill out two **Return/Exchange Form²** before any returns:

- Email the first **Return/Exchange Form²** to BD Elite at info@bdelitelc.com
- Send the second **Return/Exchange Form²** with all specific instructions inside of the box with returned items with original receipt of the purchase

Packages to be returned and all shipping documents must have on them visible and the unmistakable huge characters widely on the cover of the box and on all shipping papers:

"Return Goods to Sender"
"Purchase Not Accepted"

If this is not done properly, we may be charged a big amount of import duties and VAT. If it happens, we either will deduct that amount the custom cost from the accepted return or order will be send back to your door by your postal service and we will charge you the cost of the shipping.

Please send products to

**Natural Spin Dance International
20 Wertheim Court – Unit 15
Richmond Hill, Ontario, Canada, L4B3A8
(ph. 1-888-907-9808)**

The following items are not returnable or refundable:

- ALL customs, special order items, customized order items, all shipping charges.
 - Note: Customized-order refers to the order that changes the designs and the materials of the original models. It is not customized-order when choosing all the available heels, sizes, width and soles options in the drop-down option of the models.
- Soiled shoes and shoes with soiled soles cannot be returned for refund, credit, or exchange.

Reminders:

- No returns accepted after 14 days from original ship date.
- Buyer is responsible for all shipping charges on returns/exchanges.
- Buyer will be charged for any border fees and taxes in case of not placing proper notes on the box and all shipping documents.
- For your own protection, please insure all returned goods.
- We do not take any responsibility for lost, stolen, or damaged goods during shipment.

Order Cancellations

If you wish cancel order you placed , you can but there is 15% re-stocking fee since our production line already is in process of working on your order the next business day after you placed the order. If you cancel your order that already is in process, shipping fees and re-stocking fees apply.