

Face 3 Face - Streetwear Shop

face-3-face.com

[Face 3 Face](#)

[Streetwear mail order](#)

[streetwear outfits](#)

[varsity jacket mens](#)

[baggy cargo pants](#)



FAQ

【About your order】

Q.How much is the shipping fee?

A.Varies depending on the country of delivery. Shipping costs will be displayed on the checkout page.

Q.Are taxes included in the purchase?

A.The amount does not include taxes.

There is a possibility that you will be required to pay taxes such as import duties when

you receive the goods. For more information, please see our "[Shipping Policy](#)" for details. The amount varies from country to country, so please check the import rules of the destination country.

Q.Can i cancel my order?

A.Once the shipment has been completed, the order cannot be canceled. please see our "[Shipping Policy](#)" for details.

Q.I get an error at checkout.

A.Please check the following.

1. Clear your cache and cookies.

This will remove the information stored by your browser and eliminate the possibility of errors caused by cache and cookies. We recommend that you regularly clear your cache and cookies; for Chrome, please select the "All Time" time range.

2. Use a different web browser or change the browser to incognito mode.

Your browser or browser version may be causing the error. Please try updating or reinstalling your browser as a solution.

3. Try another device, such as a computer or cell phone.

Please restart your device and update your OS to see if the error is due to a problem with your device.

4. Try using a different Internet connection.

You can try switching to a cellular network instead of wifi to rule out a weak internet connection or ISP issues. If you know it is an Internet-based problem, please contact your Internet provider.

If you have tried the above and still cannot resolve the issue, please contact us via "[Contact Us](#)" or "[Instagram](#)".

【Regarding delivery】**Q.Do you offer international shipping?**

A.Yes, We ship worldwide.

However, we are currently restricting delivery countries due to COVID19. If you do not see your area, please "[Contact Us](#)" or "[Instagram](#)".

Q.How long will my order take to arrive?

A.Average arrival time is 7-15 days, depending on your location. Please note that there may be unforeseen delays due to shipping company reasons.

Q.Why haven't I received my tracking number yet?

A.It takes 2-6 days for our team to process your order. If you do not receive an email with a tracking number after some time has passed, please contact us via "[Contact Us](#)" or "[Instagram](#)".

Q.Will I have to pay customs fees?

A.Packages are shipped DDU (Duties Delivered Unpaid).

Which means in some countries customers might pay duties when the package arrives. Unfortunately we can't be responsible to any additional import charges charged by your country's import laws, and those are your responsibility to pay.

【About the Item】**Q.Do you restock any of your products?**

A.we try to restock our most popular items, but we're not always able to. If an item is sold out, you can also check "[Contact Us](#)" or "[Instagram](#)" to see if it is back in stock.

Q.Can men and women wear it?

A.Of course. Our clothes are unisex.

Q.I don't know what size to choose?

A.If you are unsure of which size to order please see size charts attached to each product page. If you are still unsure, please contact us via "[Contact Us](#)" or "[Instagram](#)". You can contact us and we will do our best to help recommend a size.

Q.The item I received was defective. What should I do?

A.We do not accept any returns except for initial defective products. If you wish to return or exchange an initially defective item, please contact us at the email address below within 3 days including the date of delivery with [order number], [your name], [item number], [reason for return or exchange], and [attach a photo of the item]. Please see our "[Refund Policy](#)" for more details.