

Your Order

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★ **Emails About Your Order**

After you place your order, we want to keep you in the loop! You will receive e-mail updates about your order status. Keep these emails for your records

Order Confirmation	Confirms that we have received your order. The order number will be included.
Backorder/Advance Sales Notice	Informs you that your order is not available for immediate shipment and will ship when it becomes available. You will not be billed for items purchased with a credit card until the item(s) have shipped. You may be billed for items purchased with a debit or bank card immediately upon order confirmation. When the item is available to ship, you will receive another e-mail with the order number.
Shipment Confirmation	Confirms that all of your order has shipped. The arrival time of your item(s) depends on the designated shipping method and your shipping location.
Important notice about your order	Offers important information about your order, such as: difficulty in processing your order, inability to ship to the address provided, existence of a duplicate order, and cancellation of order. If you receive one of these emails, please call a Customer Care Representative immediately at 1-855-900-NECK(6325) so the problem can be addressed.

★ Tracking your Order

When can you track your order?

At our warehouse, tracking numbers are assigned (when applicable) to packages immediately and generally appear on our website along with your order information. However, it may take up to 48 hours before the package is checked into the carrier's tracking system. In some instances, your package has already shipped from our warehouse and is on its way to you, but the carrier may not be able to provide any information about your package for up to 48 hours.

Orders placed on www.necktitemagic.com may be delivered by USPS or UPS. Thus, tracking availability may vary depending on the shipping method you selected, or the carrier that is delivering your item(s).

Occasionally, orders are delivered via a carrier that does not offer the ability to track a package. This doesn't happen very often however; if it does, your order history on NeckTITE Magic.com will not offer tracking information but will still offer order status and other details. If you want to learn about the difference between tracking information and order status, take a look at the information below.

Finding Your Order Status

Finding the status of your order couldn't be easier!

Check your e-mail.

We will send you e-mails regarding the status of your order.

Visit the website.

Sign in at www.necktitemagic.com for your order history any time. Information about your open orders, tracking, and past orders is available.

Contact Us.

If you still have questions, please send our customer care team an e-mail at info@necktitemagic.com or using our website, go to the Contact Us link at the top of our home page. You may also choose to call directly at **1-855-900-NECK (6325)** for any questions or comments.

How is order status different from tracking information?

The status of your order is supplied by www.necktitemagic.com. This shows the progress of your order between the time it is placed and the time it ships from our warehouse. Once your order leaves our warehouse, it is in the hands of a carrier (such as UPS or USPS) that may provide tracking information until your order is delivered*.

★ Delivery of Your Items

How do I know when I will receive an item I have purchased?

Delivery Time = Our Warehouse Handling Time + The USPS ShipmentTime

- **Warehouse Handling Time** refers to the amount of time it will take for your order to leave our warehouse.
- **Shipment Time** is the amount of time it will take your order to be delivered by USPS once it has left our warehouse.

The shipping method you select during checkout (1st Class, Priority, or Priority Express) will determine the time it will take the order to arrive after it has left our warehouse.

As an Example: You order 3-boxes of Magic Strips; it takes 1-2 business days to leave our warehouse. During checkout, you decided you wanted it as soon as possible so you chose "Priority Express" (overnight) shipping. It will take anywhere from 1 to 3 business days for your order to arrive.

★ Cancellations

Unfortunately some orders may be cancelled by our system for number of different reasons. Some of these reasons are:

- The item is unavailable
- Difficulty in processing your payment information
- Inability to ship to address provided
- Duplicate order

If your order is cancelled, you will receive an important e-mail. It will explain the reason for the cancellation. Don't worry; you will not be billed for any cancelled items. Once an order is cancelled, it cannot be reprocessed and must be re-ordered again on www.necktitemagic.com

Should you have any concerns or questions regarding the cancellation, please contact our Customer Care Team at our toll free line at: **1-855-900-NECK (6325)** and we will assist you with re-ordering or correcting any errors that may have occurred during the previous order.

Customer Requested Cancellations:

Our system is designed to process and ship orders immediately. After you have clicked "Send My Order," you cannot cancel or change your order*. If you do not wish to keep the item(s) once they have arrived in the mail, simply return them by following our Return Instructions.

*Note: You may cancel your order if you receive an e-mail notifying you that we are unable to process your payment information. Please contact us immediately at **1-855-900-NECK (6325)** or our Customer Care Team at info@necktitemagic.com if you receive this e-mail and wish to cancel your order.

★ Shopping Bag

When you shop on www.necktitemagic.com and add an item to your cart, it is saved for you to purchase. Items in your Shopping Bag will remain until they are purchased or removed.

Options in the Shopping Bag:	
Review your order	Review the details of your order before you proceed to our secure checkout.
Update order quantity	If you wish to update the order quantity of the item in your cart, simply type the desired quantity next to the item and click "Update Cart".
Remove an item from your Shopping Cart	Select the item and click "Remove from Cart and click "Update Cart".
Return to shopping	Items in your Shopping Bag will remain until they are purchased or removed. At any time, you may return to your Shopping Cart by clicking "Shopping Bag" at the top of any page.
Proceed to Secure Checkout	When you are ready to purchase your order, click "Checkout Now". Our checkout process is fast, easy and secure. Find out more about our Secure Shopping