

PRE-ORDER PRODUCTS

Please note that all items marked as pre-orders have a delayed ship time-frames (about 10 days before shipping).

When purchasing your payment is made immediately to ensure that you are in line to receive the item. Once ready to ship, you will receive an email with tracking info with an estimated shipping date. Pre-orders are paid for at the time of order and are shipped as close to the date provided as possible.

If you order instock items at the same time as your pre-order it will be shipped immediately and your pre-order will be shipped separately.

All pre-orders are FREE shipping (Australia only).

Please keep in mind the provided shipping date is an estimate and we will contact you and let you know if the shipping date has been delayed.

CAN I CANCEL MY PRE ORDER

Pre-orders cannot be cancelled as a special order has been made exclusively for you with the designer which means your item is already in production and it has been paid for. Pre-order items are not eligible for a refund.

Please note when ordering a 'pre-order' item, we ask that you check out and pay for the order separately to other items you would like to purchase. This will allow us to ship your other non pre-order items straight away. Your pre-order will then be sent after the arrival date.

WHAT IF I NEED ANOTHER SIZE IN A PRE ORDER ITEM

Should you need a different size, you can place another order and send back the first item (in perfect condition, unwashed, unworn and all tags attached) and we will refund that item once it is received back in perfect condition.

Orders from international customers that contain both pre-order and instock products will be held and shipped together, unless customers request email contact@lovehateparallel.com