



WELCOME TO OUR LOVE SHIBUE FAQs AND GUIDELINES.

## HOW TO GET STARTED WITH THE LOVE SHIBUE CLUB

### WHAT IS LOVE SHIBUE CLUB?

Love Shibue Club is a monthly recurring subscription for all your fashion solution needs. A standard account will be set up on a monthly recurring billing for a flat rate of \$29.98 (free shipping in US).

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### HOW DOES LOVE SHIBUE CLUB WORK?

It's simple just follow the steps below to get started:

1. Select your size and styling preference with your Fashion Consultant so they can properly set you up.
2. Add any extras to your bag, such as the Love Shibue Delicate Wash!
3. Provide your Fashion Consultant the address you wish to ship to as well as the billing information.
4. Now sit back and relax and wait for your Love Shibue Club Order to arrive!

### WHAT CAN I EXPECT IN MY LOVE SHIBUE CLUB ORDER?

The latest and greatest Hollywood secret, or *"Love Shibue Select."*

### WHAT ARE THE LOVE SHIBUE OPTIONS?

- **"Stylist's Choice":**  
You may receive a combo of specialty Shibue panties, or a Non-Slip Dress... or possibly an Instant Breast Lift! This is for the girl who likes the latest and greatest and isn't afraid to branch out. But don't worry; we will *never* surprise you with granny panties!
- **We honor your requests:**  
If you state for example; *"NO Cover Ups or NO Panties"...* No problem?  
You will always receive the Shibue products you LOVE!
- **You get LOVE SHIBUE first:**  
Whenever we release anything new; you'll be among the first to know!

### CAN I REQUEST WHAT I WANT?

Since our monthly stock is pre-ordered we cannot take certain style, color, or fabric requests. We pre-pick certain products based on your styling preference for the month, or you can choose from our pre-selected *"Love Shibue Select"* group for that month. Always follow your Fashion Consultants social media and/or the *"LoveShibue\_Club"* instagram to see the current month's featured product. If you don't like the options for the upcoming month, you can either "skip" the month or "switch" your style preference to any items in the *"Love Shibue Select."*

### WHEN CAN I EXPECT MY ORDER?

All orders will be shipped on the 15th of every month. If your order is placed after the 15th of the month we will ship your order within 3 working days. Subsequent months will ship on the 15th of each month.

### DO I HAVE TO BE HOME TO RECEIVE MY ORDER?

Nope! All orders are delivered by USPS, UPS or FedEx and do not require a signature.

### HOW MUCH IS SHIPPING?

Shipping is free with the Love Shibue Club subscription in the US (excluding Hawaii and Alaska; add \$8.95 shipping.) International shipments (only to US Military Base Territories) will be charged a \$19.95 USD flat rate. (This does not cover VAT)

### IS IT FREE TO CANCEL?

The Love Shibue Club is eligible for cancellation after the first 90 days of continuous membership, or three (3) full monthly payments have been made, there is NO fee to cancel.



## **BILLING QUESTIONS**

### **WHEN WILL I BE BILLED?**

You will be billed on the 10th of each month.

### **HOW MUCH IS THE RECURRING PAYMENTS?**

The recurring payment is \$29.98 a month.

### **WHY WAS MY SUBSCRIPTION RENEWED?**

Love Shibue Club Order is a recurring monthly subscription that will charge \$29.98 each month unless you put a hold on your account or cancel your subscription before the 5<sup>th</sup> of the month and after your first three (3) full months of payments.

### **CAN I PUT A HOLD ON MY ACCOUNT?**

If you would like to "skip" a month you will first need contact your Fashion Consultant or email us at [Sales@LoveShibue.com](mailto:Sales@LoveShibue.com). Any changes must be made before the 5<sup>th</sup> of the month.

### **WHAT'S YOUR CANCELLATION POLICY?**

We hate to see you leave! The Love Shibue Club is eligible for cancellation after the first 90 days of continuous membership, or three (3) full monthly payments have been made, there is NO fee to cancel.

You can cancel your account any time thereafter, before the 5th of the next shipment month by emailing us at [Sales@LoveShibue.com](mailto:Sales@LoveShibue.com).

### **HOW DO I CREATE A CUSTOMER ACCOUNT?**

Your Fashion Consultant will get you all set up! If you do not have a Fashion Consultant, we will refer you to the closest one to you for excellent service. You can go online to [Loveshibue.com](http://Loveshibue.com) and sign up at "Love Shibue Club".

### **HOW DO I CHANGE MY SHIPPING ADDRESS/CARD ON FILE?**

Email us at [Sales@LoveShibue.com](mailto:Sales@LoveShibue.com) for any modifications to your club subscription or call 877-270-3313.

### **HOW DO I CHANGE MY STYLE OR SIZE?**

Contact your Fashion Consultant for any size changes or modifications to your club subscription.

Email us at [Sales@LoveShibue.com](mailto:Sales@LoveShibue.com) for any modifications to your club subscription or call 877-270-3313.

## **RETURNS**

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### **WHAT IS YOUR RETURN AND REFUND POLICY?**

All sales are **final** and nonrefundable; unless there is a manufacturer defect. Please see our *Return / Exchange Policy* for details and email us at [Sales@LoveShibue.com](mailto:Sales@LoveShibue.com). However, your feedback is important to us, if you are having any issues please let us know.

### **WHAT IF I RECEIVE SOMETHING OTHER THAN WHAT I ORDERED?**

We hope this doesn't happen! However, if you do... please email us at [Sales@LoveShibue.com](mailto:Sales@LoveShibue.com).

### **WHAT IF SOMETHING IS DAMAGED?**

If there is a manufacturer defect we will be happy to replace or exchange your order.

Please see our Return / Exchange Policy for details and email us at [Sales@LoveShibue.com](mailto:Sales@LoveShibue.com).

### **WHAT IF SOMETHING DOESN'T FIT?**

Please see our Return / Exchange Policy on the website for details. Email us at [Sales@LoveShibue.com](mailto:Sales@LoveShibue.com).

### **WHAT IF I'M NOT SATISFIED?**

Please email us at [Sales@LoveShibue.com](mailto:Sales@LoveShibue.com) and we will get right back to you.



## **MORE QUESTIONS?**

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### **DOES LOVE SHIBUE GIVE BACK?**

Yes! Starting in July of 2017, Love Shibue is a philanthropic based company through our fabulous consultants and customers support! Whenever an order is placed, or when someone posts a picture with Love Shibue products along with the hash tag #ILoveShibue on social media, Love Shibue will donate \$1 to that month's foundation! We want to recognize and raise awareness for everyone struggling with a battle... there are so many great causes to support and no one should have to be in the fight alone!

If you have a charity that you would like us to consider, please email us at [WeCare@LoveShibue.com](mailto:WeCare@LoveShibue.com).

### **WHAT IF I HAVE A QUESTION OR NEED TO CONTACT LOVE SHIBUE?**

If you have any questions not addressed by the Love Shibue Club "Frequently Asked Questions", feel free to contact us at [Sales@LoveShibue.com](mailto:Sales@LoveShibue.com).

## **JOIN US AND BECOME A FASHION CONSULTANT**

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If you are interested in becoming a Fashion Consultant for Love Shibue please go to [www.loveshibue.com](http://www.loveshibue.com) and click on "Join Us". Please complete the online registration and include your Sponsor if you have an active Fashion Consultant you're working with, and we will support you on your road to **SUCCESS!**