

FAQ

ORDER

What if I can't add an item to my basket?

Check the item you want is still available: if the size is in grey it means it's not available so you can't add it to your basket.

Can I change or cancel my order?

Once your order is confirmed, you have one hour to change your address or cancel your order during customer service opening times (Monday-Friday 9am-6pm, exc. bank holidays in France). No other changes are possible. We cannot add any further items to an order which has already been paid for. When you click «CONFIRM», you agree in full to Princesse tam.tam's Terms and Conditions.

How do I use my voucher code?

Click your basket, enter the code in «Your voucher code» then click «OK». Once approved, a message will appear and your order will be updated. You can enter several codes at the same time if they can be used in conjunction with other offers.

What if I don't receive the email confirmation (subscription, order etc.)?

Please check your junk and spam folders. If you can't find the email confirmation, please check if the order appears in «Orders» in «MY ACCOUNT».

Please contact Customer Services if necessary.

RETURNS

Any returns must be unworn, unmodified, unwashed and returned in their original undamaged packaging with their original tags. Returns will not be accepted if the items are incomplete, damaged, worn or soiled.

To process your return, please return free items if the promotional offer doesn't apply to your order total after your return.

If you ordered as a guest and would like to make a return, please contact customer service +33 1 43 12 04 04.

NB: Please request a return on our website and not our mobile app.

How long is the returns period?

You have a total of thirty (30) calendar days from the date you receive the products to exchange all or some of the items that you are not satisfied with to exchange them in-store or at Princesse Tam Tam concessions in UNIQLO stores, or or return the product/s to our warehouse for a refund.

In the event of unusual or suspicious returns, Princesse Tam Tam reserves the right to refuse the return and block future orders.

How do I return an item?

Please return your products to our warehouse at the following address:

Princesse tam.tam
Retours e-shop
ZAC Eurocentre

**101 av. de l'Europe - Bât B
31620 Castelnau d'Estretfonds
FRANCE**

Princesse tam.tam shall not be held responsible for any loss or damage during shipment unless the Client uses the prepaid label. We recommend the Client uses a recorded delivery service. The Client must contact the courier direct in the event of loss or damage during shipment. Princesse tam.tam cannot process the return if the items are not delivered to our warehouse.

In the event of placing an order with a promotional code with a discount that applies when a certain number of items are bought in a single transaction, any returns shall void the discount if the number of items required to apply the discount is no longer met. The refund shall reflect that the discount no longer applies.

How to exchange an item ?

Upon presentation of proof of purchase, Princesse Tam Tam gives Clients a total of thirty (30) calendar days from the date they receive the products to exchange all or some of their order in-store (excluding stores in Italy or factory stores) or Princesse Tam Tam concessions in UNIQLO stores, for products of equal or greater value.

OUTLET products cannot be exchanged in-store.

If you ordered as a guest and would like to make a return, please contact customer service +33 1 43 12 04 04.

Refunds

No refunds available in-store. Once the products arrive in the warehouse and have been checked by Princesse Tam Tam, the Client will be refunded using their chosen payment method minus the cost of the re-invoiced prepaid label where applicable. The refund will be processed within thirty (30) calendar days of the date Princesse Tam Tam receives the Products.

What if I can't print your returns slip?

Please contact customer service using the contact form if you have any issues.

How long do returns take to process?

You will receive an initial email to confirm receipt of your request to return an item followed by an email to confirm receipt of your return at our warehouse.

It takes up to 30 days to process but we shall try to handle your request within 72 hours of our warehouse receiving your return (outside sales periods).

Are delivery fees refunded for returns?

You will only be refunded the delivery fees for your original order if you exercise your right of withdrawal within 14 days of the date you receive your package and if you return your order in full.

Is it free to return an item?

The prepaid label available in the «Order history» section costs the Client a total of 2.95 Euros for orders delivered and returned to mainland France (hereinafter «Re-invoiced prepaid label»).

In the event of dispute, please contact our customer service who will review your request.

Our clients are responsible for paying return fees for clients receiving deliveries and/or making returns outside mainland France and clients who do not use the re-invoiced prepaid label.

How long is the returns period ?

You have a total of thirty (30) calendar days from the date you receive the products to exchange all or some of the items that you are not satisfied with to exchange them in-store or at Princesse Tam Tam concessions in UNIQLO stores, or or return the product/s to our warehouse for a refund.

In the event of unusual or suspicious returns, Princesse Tam Tam reserves the right to refuse the return and block future orders.

Do I have to return my order in the original packaging?

Not necessarily. Items must be returned in suitable packaging.

How does the right of withdrawal work?

You can exercise your right of withdrawal within fourteen (14) days of receiving your goods and return the purchased item/s without having to justify your reasons or pay penalties, as per the 2011/83/EU Directive dated 25 October 2011 as stated.

Any cancellation/withdrawal may be made by any means available, in particular:

- call 09 69 39 29 22 (from France) or +33 1 43 12 04 04 (from abroad), Monday-Friday 9am-6pm
- click here to complete the cancellation form

Please return the cancellation form as per the instructions on the form.

DELIVERY

Where do you deliver?

The products sold on the website are only available for delivery to the following countries: mainland France, Germany, Belgium, Denmark, Spain, Finland, Hungary, Ireland, Iceland, Italy, Luxembourg, Monaco, Netherlands, Poland, Portugal, Czech Republic, Slovakia, Slovenia, Sweden.

We do not deliver to the following destinations for customs reasons: French Overseas Departments or Territories, Overseas France, Andorra, Büsingen and Heligoland (Germany), Faroe Islands and Greenland (Denmark), Canary Islands, Ceuta and Melilla (Spain), Aland Islands (Finland), Mount Athos (Greece), Campione d'Italia, Livigno, San Marino and the Vatican (Italy), Jersey and Guernsey (United Kingdom), Croatia.

What is the delivery method?

For deliveries to mainland France you may choose between :

- express delivery with Chronopost,
- standard with Colissimo
- delivery to selected pick-up stores (click & collect).

Deliveries to Europe are handled by Colissimo international.

What is the delivery time?

Princesse tam.tam cannot be considered responsible if the order delivery is delayed due to exceptional processes established by postal services, in particular concerning the reception of parcels. Delivery to Princesse tam.tam stores in France is temporally not available.

Any orders placed over the weekend are processed on Monday.

For France, the delivery with Colissimo takes between 3 and 5 working days after shipment (Monday to Saturday, bank holidays excluded).

The click & collect service delivers to selected store collection points within 3 working days (Monday to Saturday, excluding public holidays). You will receive an email notification when

your package arrives in store. The delivery must be picked up within 30 days. You must present your ID and the email notification upon collection. You must also sign for the package. If you send another person to collect the delivery on your behalf, they must present both your ID and theirs.

The delivery to France with Chronopost is guaranteed within 24 hours for every order placed before noon (Monday to Saturday, bank holidays excluded).

Deliveries beyond France are handled by Colissimo international (except for the United Kingdom where it's handled by UPS).

These services guarantee you a delivery within 5 to 10 working days (Monday to Saturday, bank holidays excluded) from the date of shipment.

You will receive an email confirming your order has been shipped and a tracking number. A signature is required upon delivery.

Does delivery cost extra?

Home delivery is free from 60€ of purchase.

For orders less than €60 (excluding exceptional offers) the delivery costs are €9.95.

Can I change my delivery address after placing my order?

You cannot change a delivery address once you have paid for your order and it's been recorded by our systems.

Please check your order before moving onto secure payment. When you click "CONFIRM", you agree in full to Princesse tam.tam's Terms and Conditions.

How do I track my order?

There's a tracking number and link in the order confirmation email that redirects you to the courier's website to track your order.

You can also track your order from your account in the "Orders" section. Click the order number to access the courier's tracking number.

What if I'm not in for delivery?

You will receive a delivery note in your letterbox. The delivery note states a website address for you to choose a new date/address.

What if I don't receive my order?

You can check the status of your order using the tracking number in the confirmation email or your account.

Please contact Customer Services with your order number and tracking number to launch an investigation with the courier.

PRODUCT

How do I check product availability?

When an item is out of stock on our online shop, the product page is visible but the sizes are in grey and you can't click on them. That means it's out of stock.

Please contact Customer Services to check availability in our stores.

How do I choose my size?

Please see the «SIZE GUIDE» on all our product pages to check sizes.

The size guide also appears at the bottom of the page in the «ADVICE» section.

How do I choose an item that suits my figure?

Check which items suit your figure by visiting the appropriate shape guide:

- «CHOOSE MY BRA».
- «CHOOSE MY BOTTOMS».
- «CHOOSE MY SWIMSUIT».

How do I find out about different bra types?

The «SHAPE GUIDE» appears at the bottom of the page in the «ADVICE» section.

How do I find out a product's composition and care instructions?

Each product page details the product's composition and care instructions. We will be unable to accept any request for an exchange or refund if you do not follow the care instructions. Please view "CARE GUIDE" at the bottom of the «ADVICE» section for further information.

What if my product is faulty?

Please contact Customer Services by using the contact form with a photo of the item in question and details of the fault.

We will do an initial check with our Quality Service and contact you about how to proceed.

PAYMENT

Is online payment secure?

We work with the European leader in online payments, Ayden, to provide secure payments so you can shop with peace of mind using secure connections (https). Payment is secure as your bank details are encrypted by the SSL protocol.

We never have access to your bank details and we don't save them on our website.

We must inform you that there are more and more fake websites pretending to sell Princess tam tam items from current or past collections.

These websites use our logos and images to sell fake items with links and fake promotions that can be misleading. Please take care and check the host's email address and terms and conditions on the website you are visiting before you buy anything.

If you visit a fake website, do not share any personal information or payment details and do not download anything. Please note that the only legal and official branded Princesse tam tam websites are:

- princessetamtam.com
- princessetamtam.de
- princessetamtam.com/en

Not sure?

Please use our contact form to send us the details of the website you are visiting.

Which payment methods do we accept?

You can pay by debit card, Visa, Mastercard or American Express.

You can save one or more cards so you just have to enter your CVC for future transactions.

Princesse tam.tam also provides the following payment options:

- Paypal
- Google pay
- Apple pay
- Klarna for payments in instalments

These secure payment methods enable you to pay online without having to enter your card

number. All you need is an email address and password.

What is Klarna?

Princesse Tam Tam works with Klarna to provide the following payment solutions:

France : 3 interest-free instalments (Pay in 3)

Spain : 3 interest-free instalments (Pay in 3)

Austria : Pay in 30 Days, Pay Now, Fair Financing (6-24 months) = Payment with interest for the client

Germany : Pay in 30 Days, Pay Now, Fair Financing (6-24 months) = Payment with interest for the client

Italy : 3 interest-free instalments (Pay in 3)

Portugal : 3 interest-free instalments (Pay in 3)

Belgium : Pay in 30 Days, Pay Now

UK : Pay in 3, Pay in 30 Days, Fair Financing (6-24 months)

Netherlands : Pay in 3, Pay in 30 Days

Switzerland : Pay in 30 Days

Sweden, Norway, Denmark, Finland: Pay in 3, Pay in 30 Days, Fair Financing (6-24 months)

Please click [here](#) to view Klarna FAQs.

Klarna is not currently available in the following countries: Luxembourg, Malta, Monaco, Slovakia, Slovenia, Hungary.

How does Klarna work?

Step 1: Add items to your basket and select «Klarna» when you want to pay for your order.

Step 2: Create a Klarna account by entering your personal information or enter your user information if you already have a Klarna account. Please read and agree to the Klarna payment terms and conditions.

Step 3: Klarna will send you a confirmation email and you can manage your Princesse Tam Tam orders and payments using the Klarna app.

Please click [here](#) to view Klarna FAQs.

What if you want to cancel or return an order you've paid for using Klarna?

If you cancel or return your order in full, Klarna will cancel any scheduled payments and refund you upon receipt of confirmation of the cancellation or return. If you cancel or return some of your order, Klarna will inform you of your refund date and due payments.

Please click [here](#) to find out how Klarna handles refunds.

When is my bank account debited?

Your card or Paypal account is debited upon confirmation of your order.

MY ACCOUNT «MY ACCOUNT» enables you to update your personal information, view your orders, track deliveries, print invoices and complete your returns slips and online withdrawal.

How do I create my account?

Click «My account» on the top right.

Click «First Time?» and enter your email address in the "Email" field.

Click «SIGN UP», complete the form and click «REGISTER».

A valid password must have a minimum of 8 characters.

You'll receive an email confirmation when you create your account. Your user information is

required to identify you and place orders securely on our online shop.

How do I log onto my account?

Click «My account» on the top right.

Click «Have We Met Before?», enter your email address and password.

Click «LOG IN» to enter your account.

You'll stay logged on if you don't log off from your session.

How do I change my personal information (password, delivery address etc.)?

Log into «MY ACCOUNT» and click «Personal Information» to:

- Change your email address
- Change your password
- Update your personal information

Go to «Address book» to change your delivery or invoice address/es by selecting the address and clicking «Change».

What if my email address already exists?

It means you've already created an account using this address.

If you can't remember the password, click "Forgotten your password?" then enter your email address to instantly receive an email with a link to reset your password.

Please check your spam folder if you don't receive the email.

If that doesn't work, please contact Customer Services.

How do I find/change my password?

Click «Forgotten your password?» on the log-in page if you can't remember your password.

Please enter your email address to receive a link to reset your password by email.

To change your password, click «Personal information» whilst logged onto your account then «CHANGE MY PASSWORD» and enter your old and new password in the appropriate fields.

If that doesn't work, please contact Customer services.

How do I create my wishlist?

Your wishlist enables you to select one or more items that you'd like to buy or share with your friends by email or Facebook. Note: the wishlist only enables you to preselect one or more items, not reserve them.

Log into your account to add an item to your wishlist. Visit the product page, select the size you want and click «Add to my wishlist» .

To view your entire wishlist, click «Wishlist» in «MY ACCOUNT».

How do I share my wishlist?

You can share your wishlist on Facebook or by email.

- Just click on the icon to share it on Facebook
- to send it to a friend, just click on the icon

If you decide to email your wishlist you will have to complete all the fields in the form that appears and click «SEND».

You can even print your wishlist by clicking «Print my wishlist».

How do I add my wishlist to my basket?

Just click on «BUY IT ALL!» to add your entire wishlist to your basket.

You can add items individually if you click «BUY!» under the item you want.

You won't be able to add the item to your basket if it's out of stock.

You can change the size and number of items in your wishlist.

How do I subscribe to newsletters?

If you have an account, just log into «MY ACCOUNT», click «Personal information» and tick «A fashion faux pas isn't for me so I'd like to receive emails about your new collections, exclusive offers and must-have pieces!»

Don't forget to press «SEND» to send your subscription.

If you don't have an account, click on «NEWSLETTER» at the bottom of the page, complete the «Email» field and click «OK».

How do I unsubscribe from newsletters?

If you have an account, just log into «MY ACCOUNT», click «Personal information» and untick «A fashion faux pas isn't for me so I'd like to receive emails about your new collections, exclusive offers and must-have pieces!»

Don't forget to press «SEND» to send your subscription.

If you don't have an account, click on «Click here to unsubscribe from our newsletters» at the bottom of our newsletters.

You can also contact Customer Services to unsubscribe.