

## **Having trouble ordering? Send us an email.**

[customerexperience@ardyss.com](mailto:customerexperience@ardyss.com) or contact us via chat.

## **How do I determine my size?**

Refer to the size charts listed on our section: "[How To Know Your Size](#)" It is strongly recommended that you measure yourself according to the size charts because it will suggest the better size for you. With each product and measure yourself carefully. If you are confused about this, please contact us via chat for customer support, our customer support chat is available from 9 am to 5 pm PST

## **What if my Ardyss Shaper is too tight?**

The ardyss Body Shaper will be very tight when you first receive it (Watch our how to put on videos ).

The waist trainer is supposed to be tight because the tight compression tightens your core and reshapes your waist. If it isn't tight then it will not work. The Ardyss Body Shapewear will conform to your body becoming a more comfortable as you wear it.

## **How do I wash the Ardyss Body Shapewear ?**

Wash by hand in lukewarm water with non-scented detergent. Do not use dryer to dry corsets. Air drying your shapewear will preserve elasticity and smoothness of the fabrics.

## **How do I know when it is time to get a smaller size?**

It is time to size down when you are no longer feeling the compression. The waist trainer must be tight in order to work. The compression tightness is what will reshape your waist.

## **What material are the Ardyss Shapewear products made out of?**

The garments are a Latex, Cotton, Spandex, and Nylon blend.

## **Will the Ardyss Shapewear show under my clothes?**

If worn properly the garment will fit flat and smoothly against your body. The only sight will be your natural curves.

## **When I pay for my order how long before it is shipped?**

Once we receive confirmation of your payment your order will be processed immediately and ready for shipping in 24 - 48 hours.  
If your order was made on a Friday or weekend it will be shipped on Monday

## **When is the estimated arrival of Ardyss Shapewear?**

Please view our shipping charts.  
For our orders it will take 3 to 5 business days and for international orders 10 -19 days

## **How are the orders shipped?**

Ardyss Shapewear products are securely shipped via USPS. Tracking numbers will be provided via email the moment the order has shipped.

## **Exchange Policy:**

Ardyss values customers' confidence. We do not offer refunds but we offer a 7-day, exchange policy. You have 7 days to return unworn merchandise, with their original packaging and request an exchange for a size that better fits your figure. Garments are Changed Only Once: Garments will only be exchanged one time due to the intimate nature of garments. It is your responsibility to make sure your second measurement is accurate as this will be a final sale. If you want to exchange a garment for another size or color there will be a \$10.00 USD charge.

All items to be returned are subject to quality approval from our warehouse. Most of our items are returnable, except for worn products, products with adhesives, and hosiery products whose packaging has been tampered with, or destroyed.

Return items for exchange must satisfy the following conditions:

- Must be unworn, with all tags still attached, and in their original packaging
- Must be free of marks and scents. We strongly recommend being makeup-free and perfume/deodorant-free when trying on our garments.
- We adhere to all Health Code Regulations. Because of this, we refuse to accept return items with a crotch lining once they have been worn. We suggest that you try on items with crotch linings over your own underwear.

- We have the right to refuse the return of items with obvious signs of wear (i.e., if the items have been soiled, or have been smudged with makeup, or if the item has a distinct smell).

Items you wish to return to us must be confirmed by email to:  
[customerexperience@ardyss.com](mailto:customerexperience@ardyss.com)