



Hôtel de Glace

Order processing

Once we have received your order, we will send you a confirmation via e-mail instantly. If, for any reason, you would like to make any changes to your order, please do not hesitate to contact us at: boutique@hoteldeglace-canada.com.

Exchange Policy

All merchandise purchased from the Hôtel de Glace online Boutique can be returned for an exchange within 30 days from the date of purchase. All the returned merchandise needs to be clean, unused and shipped back with the original packaging and tags. You also have to include a copy of your original invoice.

If we send you the incorrect order, we will gladly refund you the original shipping cost. We will also pay the cost for return shipping and will send back the correct item.

Please note that you are responsible for any return shipping fees that may occurred upon returning a package. Exceptions will be made for any mistakes that are of our responsibility regarding the model, size and/or colour.

Security

Shopping at the Hôtel de Glace online Boutique is TOTALLY SECURE. Credit card orders on Hôtel de Glace's site are processed on the website of paypal. All credit card information is encrypted and protected using the Secure Socket Layer Protocol (SSL). To check that your transaction is secure, look for the unbroken key or closed padlock icon in the lower left corner of your browser screen.

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