

SOLEconcierge.com

SOLEConcierge.com has one goal...to provide our global clients with athletic footwear and apparel unavailable outside the United States. Now, products offered on U.S. websites, including but not limited to NIKE, Adidas, and Reebok, are available anywhere! Looking for customized gear like NIKEiD, mididas, and YourReebok? We've got you covered there, too.

How do we do it? For a small fee, we place your order on your behalf directly from the Brand's website. You get exactly what you want and all purchases are 100% authentic. Once we receive your order, we personally inspect your goods for quality assurance and then ship them to you via USPS, UPS, and other trusted global carriers. You'll never be in the dark about the status of your order and to be sure it's you, all packages require your signature for delivery.

SOLEConcierge.com is based in the U.S. and was created by two footwear-crazed former Swoosh employees. Over the years, we've told thousands of you that athletic products available in the

U.S. were out of reach everywhere else. Tired of saying "NO", we're now saying "YES"!

An exceptional shopping experience and outstanding customer service are guaranteed with our industry knowledge, special attention to detail, timeliness, and great value. SOLEConcierge.com offers safe and secure online shopping and will never sell or share your information.

How does SOLEconcierge.com work?

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How much are the shipping costs?

All shipments are delivered via USPS

Priority Mail International, UPS, and other carriers. Prices are calculated according to weight and size.

How long will it take for me to receive my items?

It will take approximately 14-21 days for you to receive your items. The breakdown is: 7-10 days from the manufacturer, 1 day for processing, and 6-10 days from us to you. Customized items take up to 3-4 weeks to ship from the manufacturer.

What if I don't receive a confirmation email?

The most probable reason is that the email we sent ended up in your spam/junk/bulk email folder. There is also a possibility that your email address was entered incorrectly. Please verify that the email is not in your spam folder and that your email is entered correctly. If you can't locate your confirmation email, please contact us right away at info@soleconcierge.com.

Are there any hidden fees?

No. There are no hidden fees.

What forms of payment do you accept?

We accept Visa, MasterCard, American Express through a valid PayPal account.

Do you ship all of my items in one package to reduce shipping charges?

Yes. We will ship all of your items in one package.

Can I have my items split to ship to more than one location?

Yes. There will be a \$10 processing charge along with the added shipping for each additional location.

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