FAQ

What payment methods are accepted?

We accept all major credit cards (Visa, MasterCard, American Express, and Discover). We also accept E-CHECK.NET, ACH processed through Authorize.net.

What happens if an item is out-of-stock?

Products are displayed as out-of-stock on the website. If an order is only partially shipped, the customer will be notified via email, and they will only be charged for the products that are shipped.

Are there additional shipping charges if an order has to be split into multiple shipments?

There are no additional shipping charges if an order has to be shipped in multiple boxes or at different times.

What happens if a customer receives an error message while trying to place an order?

If a customer receives an error message, the order will not process. The customer will always receive a confirmation email if their order was placed, and then subsequent emails detailing the order status.

If customers have questions when ordering, is there a customer support person to assist them?

Yes, we have a toll free number and the customer service team ready to help. Call Weave Dryer customer service at 1-844-932-8379 or email customerservice@weavedryer.com.

Who pays shipping on the products if a customer chooses to return an inappropriate selection?

The customer pays for shipping if they change their mind about a purchase. Please email customerservice@weavedryer.com, to obtain a return authorization number. Please include the return authorization number along with the shipping invoice paperwork.

Have a problem with an order?

We try to always provide the highest level of service possible. If there is a problem with your order, please begin by contacting our Customer Care team immediately by email customerservice@weavedryer.com. All claims for shortage or damage must be made within 7 days of receipt of goods. Please provide as much information as you can about the problem, take a picture of the damage, include your order number and whether you prefer a refund or replacement. A Customer Care Specialist will respond to you as quickly as possible. We will provide a return label on damaged goods only.

RETURN POLICY

It's simple! We have a customer focused return policy. We accept unopened, unused, resalable merchandise that is in its original condition ONLY. It must be purchased within 14 calendar days of the order date. All shipping fees paid are non-refundable. We do not pay for return shipping, provide shipping labels or accept packages COD. There is a $10.00 restocking fee.

Please email us at customerservice@weavedryer.com, to obtain a return authorization number. A return authorization number must be included in the return shipment along with the order invoice paperwork. Please allow 10 business days for the return to be processed once it is received at our warehouse. After your return is received and inspected, your refund will be processed and a credit will be automatically applied to your credit card minus the original shipping fees paid and the re-stocking fee.

Return Shipping and Processing

Please pack your return shipment securely to ensure that the items are not damaged in transit. If you still have it, the package your order arrived in should be sufficient to make sure that your return arrives back at our distribution center undamaged.

ORDER LIMITS

Is there a limit to the size of orders to prevent diversion?

No, because the prices are at full retail. We do have a flagging system that will alert Aleryn, Inc. of any abnormal purchases, and we have tight tracking of all sales and customers.

TRACKING ORDERS

Is there going to be a way to track an order's status once an order is placed on the website?

Yes. Customers will receive a confirmation email once they place their order, and subsequent emails once their order has shipped that include a tracking code for their shipment.