

FAQ'S

SIZE

What SIZE SHOULD I ORDER?

The best way to make sure you order the perfect size is to take a peek at the "Measurements" tab. It will give you the exact measurements for the size you've selected. As you change the selected size, the measurements will update! Each item is measured from side seam to side seam, on a flat surface. You can compare the displayed measurements with your own to find the absolute perfect fit!

ORDERING

CAN I PLACE MY ORDER OVER TH PHONE?

Absolutely! You can reach us at 512-593-8432 Monday through Friday from 8:00am to 4:30pm CST.

Please have the product name(s) of the item(s) you want to purchase on hand when you call. Please note that we are unable to take PayPal, Amazon Pay, or orders over the phone.

What payment options do you accept?

We accept American Express, Discover, MasterCard and Visa debit/credit card payments, PayPal, Venmo. We don't accept personal checks, money orders, direct bank transfers or multiple forms of payment.

What is AfterPay?

AfterPay is a "shop now, enjoy now, pay later" payment option available for orders \$35 or more that are shipping within the USA. In order to take advantage of Afterpay, you will need to first create an account with Afterpay. Once you've created an account, return to sheeksheekboutique.com and proceed with the checkout process as normal. When you get to the 'enter payment method' screen, you can select Afterpay! Heads up, you may have to login to your Afterpay account in this step. For more info on Afterpay, click [here](#)!

Will I be charged sales tax on my order?

Applicable sales tax will be added automatically to your order if appropriate based on your shipping location. If you do not see sales tax added to your order amount at checkout then you will not be charged sales tax.

How do I apply a gift card code or a promo code at checkout?

At checkout, go to your order summary and enter your code in the text box that says "Gift Card or Discount Code".

If checking out on mobile, click on "Show Order Summary" to expand your cart.

Can I combine promo codes?

Promo codes and offers cannot be combined with already discounted items or sale items. Only one promo code per order.

Can I use promo codes and/or discounts with gift card purchases?

Discounts and promo codes cannot be used for the purchase of a gift card.

Was I charged twice?

If you just placed your order, what you are seeing on your bank account is an authorization. This is a common bank practice handling debit/credit card transactions to ensure sufficient funds and account authenticity. This authorization will clear (depending on your bank, usually within 48 - 72 hours.) If you need help speeding up the process, you can contact the issuing bank of your debit/credit card.

To make sure your card doesn't accidentally get run twice, please only click the "Place Order" button once!

I get an error message when I enter my shipping and billing addresses?

If you are receiving an error message, there may be a problem with your credit card information, billing, or shipping address. The billing address has to match exactly what your bank has on file. Double-check all of your information closely and look for any typos. Sometimes re-formatting the names and addresses in your billing information does the trick!

My order won't go through. What should I do?

Our website works best with Google Chrome or Safari, so please make sure you aren't using Internet Explorer or Edge. If you're still receiving an error message after checking over your credit card information, billing and shipping address, make sure you're using the latest version of your web browser. Whatever you do, only click the "Place Order" button once... we would hate for your card to be authorized more than once by mistake!

If you continue to receive error messages, please contact us by phone at (512)593-8432) Monday - Friday 8:00pm - 4:30pm CST or send an email to info@sheeksheekboutique.com.

Where is my order confirmation?

As soon as your order is submitted, you will receive an email confirmation to the email address you entered on your order. If, for some reason, you didn't get an email, please check your spam folder.

Do you make price adjustments?

Due to limited quantities and high demand, we cannot offer price adjustments on any items. No exceptions.

SHIPPING

Where do orders ship from?

All orders are stored and shipped from our warehouse in San Antonio, TX USA

When will my order ship?

Orders ship within 2 business days! Please see our shipping section for more details.

What's the status of my order?

To [check your order status](#), log in to your account and navigate to your order history. You can still [check your order status](#) online if you do not have an account or if you order by phone. You must have your order number and billing zip code to check your order status if you do not have an account.

RETURNS

Can I return or exchange items that were purchased on sale?

All sale items are final and cannot be returned. We know, it's a bummer but at least you got a great deal on that amazing item!

Do you offer refunds?

All returns are processed as store credit only which is valid for up to 5 years from issue date!

View our full return policy.

GENERAL

What do I do if an item is out of stock in my size?

The best way to tell if we will be reordering an item is if the sizes are grayed out with a line through it, or if it has a hanger above the size.

If the size is grayed out with a strike through it, that means we will not be restocking it.

If there is a hanger, that means there is a possibility that we will be reordering them. If we receive enough customer sign-ups showing interest in purchasing the item, then we will reorder it. Make sure you sign-up!

When will you be restocking this item?

If an item has a hanger above the size, that means that there is a possibility we will be restocking the item. We determine a reorder of an item depending on how many people sign up to be notified of a reorder. The best way to know if or when a restock will happen is to select your size, enter your phone or email in the field, and click "Notify Me".

Do you have gift cards?

We sure do! You can purchase gift cards. We've heard it's a very popular gift!

How will my eGift Card be sent to the recipient?

All eGift Cards are sent electronically via email. We do not offer physical Gift Cards to be purchased online at this time. You can also select for the gift card to be sent to the recipient via IM (Facebook Messenger, WhatsApp or any other messaging app), or choose to have the gift card emailed to you and print it out.

Does my gift card code or store credit expire?

Gift card codes and store credit codes will expire 5 years from the date issued.

Do you have any store locations?

No

Sheek Sheek Boutique
18203 Rim Drive Ste 1085
San Antonio, TX 78257
512-593-8432

What is Sheek Sheek Express?

For just \$25, you can sign up to be a Mint Express member and receive free standard shipping for an entire year!!

To join, just purchase the membership. Coming Soon!