



8 . FAQ

We have prepared Q & A for our most frequently asked questions from our valued customers. Please refer to the prepared information below.

Q) When will I receive my order?

A) Depending on the location of the shipping address (weekend and holidays excluded), orders will be delivered in 3-7 business days from the shipping date.

Q) Will I be able to return merchandise?

A) Returning of goods after dispatch will not be accepted. However, items damaged from shipment or miss shipped items will be accepted by PMAI. In this case, PMAI will be responsible for the freight charge. An exchange or credit will be processed depending on the situation. **Please contact PMAI (Tel: 310-618-6000, E-mail: mall@pmaiusa.com) before any action is taken on your part).**

Q) Can I pay for my order with a check?

A) We will only be accepting credit card (Visa, MasterCard) payments.

Q) How will my order be shipped?

A) All orders received will be shipped by UPS (United Parcel Service).

Q) Are international shipments acceptable?

A) We will not be accepting orders that require international shipping.

Q) Can I purchase merchandise even if I don't have a retail store?

A) We will not accept any orders from consumers or individuals. PMAI Wholesale Mall will only accept orders from retail store accounts.