



Nos heures d'ouverture

Lundi-Mercredi - 8h à 17h30

Jeudi: 8h à 20h

Vendredi: 8h à 19h

Samedi: 9h à 16h

Dimanche : Fermé

850 Boulevard Pierre-Bertrand , suite 160
Québec (Qc) G1M 3K8

RETURN POLICY

If the team made an error on your HOTEL ALT online order:

- Gestock undertakes to assume all costs incurred by this fault. Ex: If the model, color or size of the garment does not comply with what you have written in your order.

Note that if you ordered a small size but you finally want a medium this is not considered a mistake. At this time, no exchange will be accepted since the item is identified with the image of the company.

If an error has occurred, you must:

- Write to melanie@gestock.ca respecting the following points:
 - *Enter the WEB order number beginning with the W and provide the name of the non-compliant item(s).*
 - *Write why you want to exchange.*
 - *Once we have acknowledged receipt of your email, we will be able to provide you with instructions on how to make your return.*
 - *Please note that no returns will be accepted without Gestock's permission.*
 - *When the goods are received and evaluated, Gestock will process your exchange if everything is adequate. *Caution: clothing must not have been worn, washed or altered.*

NO RETURN OR EXCHANGE ORDERS WILL BE PROCESSED OVER THE PHONE OR IN STORE