



IthinkXD FAQs

What does IthinkXD mean?

IthinkXD was originally called "We write because we feel like it," seriously, but the site name felt too long and ridiculous. I needed a name that was memorable, short and summed-up what the site as well as my soon to be business was about. IthinkD was a perspective of what I saw life as and the creativity things that make it so unique. IthinkXD stands for my opinion and interest on Art, Fashion, Music, Pop Culture, Politics, and all things creative. So the name came to mind after I created tons of pages, and the ideas kept flowing. I was eating at home, as the name suddenly popped in my head-*I Think*. That was during high-school in 2010. But I wanted people to realize that this site was about having fun and being youthful, so instead of putting LOL, which was the *hype* term at that time, I put the emotioncion XD instead. So, basically IthinkXD stands for an individual who can imagine and creative solution and creations in all artistic mediums and platforms, as well as someone who seeks to constantly innovate. This individual is confident with their own identity. They are adventurous, diverse, and open-minded in the ideals of life as well as the awareness of the world around them. ***They enjoy all thing creative.***

What is IthinkXD?

IthinkXD is a online community, that incorporates an online store called IthinkXD Shop and a local business in the city of Rochester, in New York State. IthinkXD invites people to share their creativity with others, such as literature, music, media, politics, world views, art , fashion, and basically all things creative. Creative people can interact with their peers and get creative feedback to inspired them and keep them determine in their interest and aspiration. We as a business, are artist, who share our creations and captivating artistic products we discover. We mainly sell Art, Fashion, House products, vintage and unique collatable nick-knacks

Where does IthinkXD get its products?

IthinkXD products comes from everywhere, but mainly from our hearts XD. We search for local artist, designers, online creative business, trade-shows, thrift stores , Fleamarket, museum and gallery shops,. We also create many of our products, but we love going out and finding other creative people creations. When we see something we love, it makes us smile like we're crazy in love. We point, and jump, and act like a kid getting what they wanted or dreamed off for Christmas. Sometimes we hug it and talk about it endlessly. Our love and joy we have for our products and ideas is the same love and joy we want a buyer to feel when they receive our product.

How do I sell my products on IthinkXD?

Contact US! We want to hear from you. Sent us a picture or info about your product, a sample if possible and we'll see if we get captivated by it's allure XD.

Where can I learn more about the people behind IthinkXD?

To learn more about our team, check out our Website, our identity is in our design, products, blogs, media and music choice. You can also find out more about us and what we're up to on our IthinkXD Shop! store blog. We will also announce when we are having meet-and-greet events for customers and users of IthinkXD.

Does IthinkXD have a mobile app?

Not yet, sadly. Yet we will try to get an App-ASAP.

What are your hours of operation?

The IthinkXD website is available all day, everyday, day and night. Our IthinkXD Shop! home-based location- Greece, Rochester store is open Monday through Saturday, from 10 AM to 7:30 PM.

Browsing

How can I see what's new on Fab?

You can browse our newest products or event on our home page slash log-in page. Then click the "New Arrivals and Updates" bar.

How do I remove something from my cart?

To remove or edit the contents of your cart, a gray "x" will appear next to the items in your cart - click the x next to the item you want to remove.

How long can I keep items in my shopping cart?

In most cases, you can keep an item in your cart as long as you like. However, in some cases where we have only limited inventory available, we can only hold items in your shopping cart for as long as we have the item, which we will usually inform within a day. If you don't purchase lower inventory items within the time frame given, they will be made available for others to purchase. Yet, our "manual labor, do it yourself cart," is sent to us, is reviewed in 24 hours and than you receive a response. Your Cart will be available for 48 hours, awaiting your response. Once you response and accept our response, then your cart no longer exist.

What does n Hold mean?

If an item shows as "On Hold", it means it is the last of the product available and it is currently in another customer's shopping cart. If the customer does not purchase the item within 24 hours, it becomes available for purchase by other customers. If you see that an item is on hold, we recommend that you keep checking back as it may become available again.

What if an item is Out of Stock? Is it gone forever?

If an item is listed as "Out of Stock", it means that it is no longer available for purchase. If you're in love with it and would like to know when it appears on IthinkXD again, just contact us, or click "Love It XD a lot."

How can I find more information about a product?

If something catches your eye, in most cases, click on it to go to the product details page. Here you can find pictures and details. Not seeing the information you're looking for? Contact us through live chat or text Us. Our number should be on the Contact US! page.

I know what I'm looking for. Can I search IthinkXD?

Just type the name into the search bar on the right at the top of the main page. When you enter an item, or topic name into the search bar, and click search, you will be directed to related information. If you don't find it, unfortunately we don't have it.

How can I keep an Item from being remove?

If you love it, we will keep it. Just click, **Love it XD** under an item. The more clicks we have, the more you'll be seeing it.

I'm having trouble using IthinkXD website, what should I do?

If you are having any issues using IthinkXD, don't be shy in asking for help! We will love to help you. You can email us or text us.

Account

How do I change my username, password, or email address?

What o.o-just put in a new info. Kidding, just contact Us. We would like to know that you are a regular or have been on our site more than once.

What if I forget my password?

Contact US!

How do I change my email preferences?

We don't sent email, unless you request it. If we have deals and events, we'll update it on our "New Arrivals and Updates." When you request email updates from IthinkXD, we will only sent you what we think is interesting, we know how it feels to be harassed by online store.

I just got a new credit card. How do I update my billing information?

Look under the Contact US! tab, the shipping and billing tab should appear in the scroll down, click on it and sent us your new info.

How can I edit my shipping address?

Look under the Contact US! tab, the shipping and billing tab should appear in the scroll down, click on it and sent us your new info.

If you need to change the shipping address on an order that's in progress, contact US! ASAP.

How do I apply my shoppers point or membership deals to an order?

Put in the amount of points you would like to use on your purchase in the payment page. Available point will be applied to your total at final processing. You can edit the number of points you use by typing a new number in the box, before checking out. Points cannot be used towards shipping and handling costs.

To see how many points you have available, contact US!.

Can I invite my friends to join IthinkXD?

YES!, OUI!, HAI! and every other language we don't know how to speak. We want to expand our creative community to more creative people.

- If you invite a friend to join IthinkXD and they do, they'll be offered a BFF credit card, to remove \$5 dollars of both you and your friend purchase.
- If they place that order , You will receive more shopping points.

It can take up to 24 hours to receive your points and BFF card after your referrals have signed up.

How safe is my personal information?

Our customers safety and privacy is our top priority. Your personal information will never be sold to or shared with third-party marketers. Please visit our Privacy & Security page for details.

Orders

What payment methods can I use to pay for my IthinkXD order?

We accept Visa, MasterCard, American Express, Discover Card, and PayPal and all international cards. If your payment method does not work, please contact US!.

When does IthinkXD charge me for my order?

We don't charge you until your payment method is accepted. Then the order will be shipped.

What happens if I cancel my order before it ships?

If you decide to cancel your order before it ships, we'll remove the authorization for the amount of the canceled item(s) from your card immediately. Depending on your payment method, it can take 2-10 days for your this change to be reflected on your statement.

How can I check on the status of my order?

We'll send you an email with tracking info when your order ships.

Can my order be modified after it has been placed?

You can easily change your shipping address or cancel an order within 24 hours of purchasing by contacting us.

Does IthinkXD charge sales tax?

Taxes are "pre-added" to all items before we sell it, so what you see, is what you get. The tax added is New York State tax, which is .04 to .08% tax. Therefore, when you are ordering, no tax or shipping amount will be added, unless it is out of the United States.

I found something I ordered cheaper on another site.

We want our prices to make you smile. If you find a better online price for any item that you have purchased in the past 14 days, we'll match it. Simply contact US! with your order number and a link showing where you've found the better price. We'll refund you the cash difference, no questions asked. We will also change the price of the item for the rest of the buyers.

What if I want to send a gift?

We love helping you make your friends and family smile! Our packing slips don't include prices, so you don't have to worry that your recipient will see the cost of their gift. The Cost and order form will be sent to your billing address in a envelope. You can even request it to be gift wrap.