

■ EAGLE ENTERPRISE HT LLC

BOOK 2

CUSTOMER STORE POLICY

Mikls Klozet · EAGLE ENTERPRISE HT LLC

Crève, Bombardopolis, Nord-Ouest, Haïti · Spring, TX 77386

mikisklozet.com · @mikisklozet · 2026

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Chapter 1: Store Overview & Customer Promise

Chapitre 1: Aperçu du magasin et Promesse client

Chapitè 1: Prezantasyon Boutik ak Pwomès Kliyan

■■ ENGLISH

ABOUT MIKIS KLOZET:

MikIs Klozet is a premium fashion boutique located in Crève, Bombardopolis, Nord-Ouest, Haiti. We are part of EAGLE ENTERPRISE HT LLC, founded by Mikhael Saint-Breux and Ismitha Alisca. Our mission is to help every member of our community develop their own style, class, and trends — bringing quality fashion at fair prices.

STORE HOURS:

- Monday – Friday: 9:00 AM – 5:00 PM
- Saturday: 10:00 AM – 3:00 PM
- Sunday: Closed

CONTACT US:

- WhatsApp: @mikisklozet (WhatsApp only — no phone calls)
- Instagram, Facebook, TikTok: @mikisklozet
- Website: mikisklozet.com

SHOPPING CHANNELS:

- In-store at Crève, Bombardopolis
- Online at mikisklozet.com
- Via WhatsApp orders
- Via Instagram orders

OUR CUSTOMER PROMISE:

At MikIs Klozet, every customer is treated with dignity, respect, and care. We are committed to providing a premium shopping experience — from the moment you walk through our doors to the moment you wear your purchase. Our staff is trained to assist you with style, fit, and guidance. We stand behind every product we sell.

■■ FRANÇAIS

À PROPOS DE MIKIS KLOZET:

MikIs Klozet est une boutique de mode premium située à Crève, Bombardopolis, Nord-Ouest, Haïti. Notre mission est d'aider chaque membre de notre communauté à développer son propre style, sa classe et ses tendances — en apportant une mode de qualité à des prix équitables.

HORAIRES DU MAGASIN:

- Lundi – Vendredi: 9h00 – 17h00
- Samedi: 10h00 – 15h00
- Dimanche: Fermé

NOUS CONTACTER:

- WhatsApp: @mikisklozet
- Instagram, Facebook, TikTok: @mikisklozet

- Site web: mikisklozet.com

NOTRE PROMESSE CLIENT:

Chez Mikls Klozet, chaque client est traité avec dignité, respect et attention. Nous nous engageons à offrir une expérience d'achat premium du moment où vous franchissez nos portes jusqu'au moment où vous portez votre achat.

■ ■ KREYÒL AYISYEN

KONSÈNAN MIKIS KLOZET:

Mikls Klozet se yon boutik rad premium ki chita nan Crève, Bombardopolis, Nord-Ouest, Ayiti. Misyon nou se ede chak manm nan kominote nou an devlope pwòp estil yo, klas yo, ak tandans yo — pote rad kalite nan pri ki jis.

ORÈ BOUTIK LA:

- Lendi – Vandredi: 9:00 AM – 5:00 PM
- Samdi: 10:00 AM – 3:00 PM
- Dimanch: Fèmen

KONTAKTE NOU:

- WhatsApp: @mikisklozet
- Instagram, Facebook, TikTok: @mikisklozet
- Sit entènèt: mikisklozet.com

PWOMÈS NOU BAY KLIYAN NOU YO:

Nan Mikls Klozet, chak kliyan trete avèk diyite, respè, ak swen. Nou angaje nou pou ofri yon eksperyans achte premium — depi moman ou antre nan pòt nou yo jiska moman ou mete achte ou a.

Chapter 2: Pricing Policy

Chapitre 2: Politique de Prix

Chapitè 2: Politik Pri

Display Currency	Prices displayed in Haitian Dollar (HD) and HTG / Prix affichés en Dollar Haïtien (DH) et HTG / Pri montre an Dola Ayisyen (DH) ak HTG
Price Matching	We do not offer price matching. / Nous n'offrons pas d'égalisation des prix. / Nou pa ofri matche pri.
Exchange Rate Updates	Automated feed updates rates regularly. / Flux automatique mise à jour régulièrement. / Fid otomatik mete ajou regilye.
Pricing Errors	If a promotional price is displayed in error, it will be honored. / Si un prix promotionnel est affiché par erreur, il sera honoré. / Si yon pri pwomosyonèl montre pa erè, nou pral respekte li.
Sale Prices	Sale prices are final. No further discounts apply on sale items. / Les prix soldés sont définitifs. Aucune remise supplémentaire. / Pri sòld yo final. Pa gen plis rabè sou atik sòld.
Price Communication	All items must have price tags. POS display confirms price at checkout. / Tous les articles doivent avoir des étiquettes de prix. / Tout atik dwe gen etikèt pri. POS la konfime pri a nan kès.

■■ ENGLISH

ACCEPTED PAYMENT METHODS:

- Cash (HTG/HD)
- MoNCash
- NatCash
- Zelle
- PayPal
- Stripe (credit/debit card)
- Store Credit
- Gift Cards
- Layaway (installment payments)

SPLIT PAYMENTS: Customers may split payments across up to 3 different payment methods in a single transaction.

RECEIPTS: A printed receipt is always provided. For registered customers, a digital receipt is also sent via WhatsApp.

FAILED PAYMENTS: If a payment fails or is declined, the transaction is voided. The customer must retry with an alternative payment method.

TAX: No tax is applied to purchases. All prices are as marked.

ALL SALES ARE FINAL: Once payment is confirmed and receipt issued, the transaction is complete. We do not accept payment disputes.

■■ FRANÇAIS

MÉTHODES DE PAIEMENT ACCEPTÉES:

- Espèces (HTG/DH)
- MoNCash
- NatCash
- Zelle
- PayPal
- Stripe (carte de crédit/débit)
- Crédit en magasin
- Cartes cadeaux
- Layaway (paiements échelonnés)

PAIEMENTS FRACTIONNÉS: Les clients peuvent fractionner les paiements sur jusqu'à 3 méthodes différentes.

REÇUS: Un reçu imprimé est toujours fourni. Pour les clients enregistrés, un reçu numérique est également envoyé via WhatsApp.

PAIEMENTS ÉCHOUÉS: Si un paiement échoue, la transaction est annulée.

TOUTES LES VENTES SONT DÉFINITIVES.

■ ■ KREYÒL AYISYEN

FASON PEYE AKSEPTE:

- Lajan kach (HTG/HD)
- MoNCash
- NatCash
- Zelle
- PayPal
- Stripe (kat kredi/debi)
- Kredi boutik
- Kat Kado
- Layaway (peman pa tranche)

PEMAN DIVIZE: Kliyan yo ka divize peman sou jiska 3 diferan metòd nan yon sèl tranzaksyon.

RESI: Yon resi enprime toujou bay. Pou kliyan anrejistre, yon resi dijital voye tou pa WhatsApp.

PEMAN RATE: Si yon peman rate, tranzaksyon an anile.

TOU VANT YO FINAL.

Chapter 4: Returns & Exchanges

Chapitre 4: Retours et Échanges

Chapitè 4: Retounen ak Echanje

■ ■ ENGLISH

RETURN POLICY:

All sales at Mikls Klozet are FINAL. Returns are only accepted for items that are proven to be defective or damaged at the time of purchase.

TO QUALIFY FOR A RETURN:

- Original receipt required — no exceptions
- Item must be unworn, with original tags attached and in original packaging
- Return must be made in-store only (no mail returns)
- Defect must be reported promptly

NON-RETURNABLE ITEMS (even if defective):

- Cosmetics
- Body care products
- Underwear
- Swimwear
- Earrings
- Sale items

EXCHANGES:

We do not offer direct exchanges. In the case of a defective item, the customer will receive store credit equal to the full value of the item. Store credit can then be used toward any future purchase.

■ ■ FRANÇAIS

POLITIQUE DE RETOUR:

Toutes les ventes chez Mikls Klozet sont DÉFINITIVES. Les retours ne sont acceptés que pour les articles défectueux ou endommagés au moment de l'achat.

POUR ÊTRE ÉLIGIBLE AU RETOUR:

- Reçu original requis — sans exception
- Article non porté, étiquettes d'origine attachées et emballage d'origine
- Le retour doit être effectué en magasin uniquement

ARTICLES NON RETOURNABLES:

- Cosmétiques, soins corporels, sous-vêtements, maillots de bain, boucles d'oreilles, articles soldés

ÉCHANGES:

Nous n'offrons pas d'échanges directs. En cas d'article défectueux, le client recevra un crédit en magasin.

■■ KREYÒL AYISYEN

RÈGLEMEN RETOUMEN:

Tout vant nan Mikls Klozet yo FINAL. Retounen sèlman aksepte pou atik ki pwouve defektye oswa domaje nan moman achte a.

POU KALIFYE POU RETOUMEN:

- Resi orijinal obligatwa — pa gen eksepsyon
- Atik pa dwe mete, etikèt orijinal tache epi nan pakaj orijinal la
- Retounen dwe fèt nan boutik sèlman

ATIK KI PA KA RETOUMEN:

- Kosmetik, pwodwi swen kò, kalsòn, rad benyen, zanno, atik sòld

ECHANJE:

Nou pa ofri echanj dirèk. Pou atik defektye, kliyan an ap resevwa kredi boutik egal valè total atik la.

Chapter 5: Refund Policy

Chapitre 5: Politique de Remboursement

Chapitè 5: Politik Ranbousman

Refund Type	Store credit only. No cash refunds under any circumstances. / Crédit en magasin uniquement. Aucun remboursement en espèces. / Kredi boutik sèlman. Pa gen ranbousman lajan kach.
Refund Value	Full item value issued as store credit. / Valeur totale de l'article émise sous forme de crédit. / Valè total atik la bay kòm kredi boutik.
Processing Time	Immediately at the time of return approval. / Immédiatement lors de l'approbation du retour. / Imedyatman lè retounen an apwouve.
Authorization	Manager must physically approve ALL refunds. / Le Manager doit approuver physiquement TOUS les remboursements. / Manadjè a dwe apwouve fizikman TOU ranbousman.
Store Credit Validity	6 months from the date of issue. / 6 mois à compter de la date d'émission. / 6 mwa depi dat emisyon an.

Store Credit Usage

Can be used on any item, including sale items. / Peut être utilisé sur tout article, y compris les articles soldés. / Ka itilize sou nenpòt atik, menm atik sòld.

Chapter 6: Layaway Policy

Chapitre 6: Politique de Layaway

Chapitè 6: Politik Depo Rezèvasyon

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Mikls Klozet offers a layaway program that allows customers to reserve items and pay over time.

ELIGIBILITY: Layaway is available on all items with a minimum value of 500 HTG.

HOW IT WORKS:

1. Customer selects item and makes a minimum 25% deposit.
2. Item is immediately removed from the sales floor and stored in the stockroom under the customer's name.
3. Customer pays the remaining balance at their own chosen pace.
4. Full payment must be completed within 90 days.
5. Item is released to customer only upon full payment.

PAYMENT: Customers set their own payment schedule. All standard payment methods accepted.

PRICING: The price is locked at the time of deposit. No changes, even if the item goes on promotion.

DEADLINE EXTENSION: If a customer cannot complete payment within 90 days, one 30-day extension is granted. After the extension, the layaway is cancelled.

CANCELLATION POLICY: If a customer cancels their layaway, 50% of the deposit is refunded as store credit. The remaining 50% is forfeited.

■■ FRANÇAIS

Mikls Klozet propose un programme de layaway permettant aux clients de réserver des articles et de payer progressivement.

ÉLIGIBILITÉ: Le layaway est disponible sur tous les articles d'une valeur minimale de 500 HTG.

COMMENT ÇA MARCHE:

1. Le client sélectionne l'article et effectue un dépôt minimum de 25%.
2. L'article est immédiatement retiré du sol et stocké en réserve au nom du client.
3. Le client paie le solde restant à son propre rythme.
4. Le paiement complet doit être effectué dans les 90 jours.

ANNULLATION: Si le client annule, 50% du dépôt est remboursé en crédit. Les 50% restants sont perdus.

■■ KREYÒL AYISYEN

Mikls Klozet ofri yon pwogram layaway ki pèmèt kliyan yo rezève atik epi peye yo avèk tan.

KALIFIKASYON: Layaway disponib sou tout atik avèk valè minimòm 500 HTG.

KIJAN SA TRAVAY:

1. Kliyan an chwazi atik la epi fè yon depo minimòm 25%.
 2. Atik la imedyatman retire nan sòl la epi estoke nan depo a anba non kliyan an.
 3. Kliyan an peye balans ki rete a nan pwòp ritmou li.
 4. Peman total dwe fini nan 90 jou.
- ANILASYON: Si kliyan an anile, 50% nan depo a ranbouse kòm kredi boutik. 50% ki rete yo pèdi.

Chapter 7: Gift Cards & Store Credit

Chapitre 7: Cartes Cadeaux et Crédit en Magasin

Chapitè 7: Kat Kado ak Kredi Boutik

Gift Card Denominations	500 HTG · 1,000 HTG · 2,500 HTG · 5,000 HTG
Expiration	Gift cards expire 1 year from purchase date. / Les cartes cadeaux expirent 1 an après la date d'achat. / Kat kado yo ekspire 1 zan apre dat achte a.
Lost/Stolen	Lost or stolen gift cards cannot be replaced. / Les cartes cadeaux perdues ou volées ne peuvent pas être remplacées. / Kat kado pèdi oswa vòlè pa ka ranplase.
Usage Restrictions	Gift cards can be used on any item, including sale items. / Les cartes cadeaux peuvent être utilisées sur tous les articles. / Kat kado ka itilize sou nenpòt atik, menm atik sòld.
Redeemable Channels	All channels: in-store, mikisklozet.com, WhatsApp, Instagram. / Tous les canaux: en magasin, mikisklozet.com, WhatsApp, Instagram. / Tout kanal: boutik, mikisklozet.com, WhatsApp, Instagram.
Balance Check	Balance shown on receipt after each use. Also available via WhatsApp request. / Le solde est affiché sur le reçu. Aussi disponible via WhatsApp. / Balans montre sou resi apre chak itilizasyon. Tou disponib pa WhatsApp.
Store Credit Validity	6 months from date of issue. / 6 mois à compter de la date d'émission. / 6 mwa apre dat emisyon an.

Chapter 8: Loyalty & Rewards Program

Chapitre 8: Programme de Fidélité

Chapitè 8: Pwogram Fidelite ak Rekonpans

■■ ENGLISH

PROGRAM TIERS:

- Standard: 0 – 999 points
- Premium: 1,000 – 2,499 points
- Elite: 2,500 – 4,999 points
- VIP: 5,000+ points

EARNING POINTS:

- 1 point for every 200 HTG spent
- Points are added automatically at time of purchase

REDEEMING POINTS:

- 100 points = 1,000 HTG store credit

TIER BENEFITS:

- All tiers: Points accumulation and redemption
- Premium+: Exclusive discount access
- Elite+: Early access to new arrivals
- VIP: All above + invitation to VIP events

BIRTHDAY REWARD: All loyalty members receive a free gift during their birthday month.

POINTS EXPIRATION: Points expire after 2 years of account inactivity.

TIER DOWNGRADE: If a member's point balance drops below a tier threshold, they are downgraded accordingly.

REFERRAL PROGRAM: No referral program at this time.

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NIVEAUX DU PROGRAMME:

- Standard: 0 – 999 points
- Premium: 1,000 – 2,499 points
- Elite: 2,500 – 4,999 points
- VIP: 5,000+ points

GAGNER DES POINTS:

- 1 point pour chaque 200 HTG dépensés

ÉCHANGER DES POINTS:

- 100 points = 1,000 HTG de crédit en magasin

AVANTAGES VIP: Accès anticipé aux nouvelles arrivées, remises exclusives, événements VIP.

CADEAU D'ANNIVERSAIRE: Tous les membres reçoivent un cadeau gratuit pendant leur mois d'anniversaire.

EXPIRATION: Les points expirent après 2 ans d'inactivité.

■■ KREYÒL AYISYEN

NIV PWOGRAHMAN:

- Standard: 0 – 999 pwen
- Premium: 1,000 – 2,499 pwen
- Elite: 2,500 – 4,999 pwen
- VIP: 5,000+ pwen

FASON POU FEWNE PWEN:

- 1 pwen pou chak 200 HTG depense

ECHANJE PWEN:

- 100 pwen = 1,000 HTG kredi butik

AVANTAJ VIP: Aksè bonè nan nouvo arivan, rabè eksklizif, evènman VIP.

KADO ANIVÈSÈ: Tout manm resevwa yon kado gratis pandan mwa anivèsè yo.

EKSPIRASYON: Pwen yo ekspire apre 2 zan inaktivite.

Chapter 9: Promotions & Discounts

Chapitre 9: Promotions et Remises

Chapitè 9: Pwomosyon ak Rabè

Discount Stacking	Only ONE discount per transaction. Discounts cannot be combined. / Un seul rabais par transaction. / Sèlman YON rabè pa tranzaksyon.
Employee Discount	10% off all items. Available after probation period ends. / 10% de réduction sur tous les articles après la période probatoire. / 10% rabè sou tout atik apre pwobasyon fini.
Coupons/Discount Codes	Accepted in-store only. / Acceptés en magasin uniquement. / Aksepte nan boutik sèlman.
Discount Authorization	Manager only is authorized to apply discounts on the POS. / Seul le Manager est autorisé à appliquer des remises. / Manadjè a sèlman otorize pou aplike rabè sou POS la.
Promotional Sales	Seasonal sales (back to school, holidays) and flash sales via WhatsApp & Instagram. / Soldes saisonniers et ventes flash via WhatsApp & Instagram. / Sòld sezon ak vant flash pa WhatsApp ak Instagram.
VIP Early Access	VIP loyalty members receive early access to sales before the general public. / Les membres VIP reçoivent un accès anticipé aux ventes. / Manm VIP resevwa aksè bonè nan sòld yo.
Sale Items	Sale prices are final. No further discounts on already-reduced items. / Les prix soldés sont définitifs. / Pri sòld yo final. Pa gen plis rabè sou atik ki deja redwi.

Chapter 10: Product Policy

Chapitre 10: Politique Produit

Chapitè 10: Politik Pwodwi

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PRODUCT AUTHENTICITY:

All products sold at Mikls Klozet are 100% authentic and sourced exclusively from verified suppliers. We do not sell counterfeit or replica merchandise.

SIZING ASSISTANCE:

Our staff is trained to assist customers with sizing across all product categories. Size guides are available in-store. Fitting rooms are available.

SPECIAL ORDERS:

Customers may request special orders for items not currently in stock. A 50% deposit is required at time of order. Customer is notified via WhatsApp when the item arrives.

PRE-ORDERS:

Pre-orders are available on mikisklozet.com, WhatsApp, and all social media platforms. A 50% deposit is required to secure a pre-order.

DEFECTIVE PRODUCTS:

If a defect is discovered at the time of purchase or upon delivery, the item will be replaced or store credit will be issued. Refer to our Returns & Refund Policy for full details.

OUT-OF-STOCK:

When an item is out of stock, customers may place a special order or subscribe to a restock notification.

■■ FRANÇAIS

AUTHENTICITÉ DES PRODUITS:

Tous les produits vendus chez Mikls Klozet sont 100% authentiques et proviennent exclusivement de fournisseurs vérifiés.

ASSISTANCE TAILLE:

Notre personnel est formé pour aider les clients avec les tailles dans toutes les catégories de produits.

COMMANDES SPÉCIALES:

Les clients peuvent demander des commandes spéciales. Un dépôt de 50% est requis. Le client est notifié via WhatsApp à l'arrivée de l'article.

PRÉ-COMMANDES:

Disponibles sur mikisklozet.com, WhatsApp et tous les réseaux sociaux. Dépôt de 50% requis.

■■ KREYÒL AYISYEN

OTANTISITE PWODWI YO:

Tout pwodwi ki vann nan Mikls Klozet yo 100% otantik e souri eksklizivman nan founisè verifyite.

ASISTANS TAY:

Pèsonèl nou an fòme pou ede kliyan yo ak tay nan tout kategori pwodwi.

KÒMANN ESPESYAL:

Kliyan yo ka mande kòmann espesyal. Yon depo 50% obligatwa. Kliyan an avize pa WhatsApp lè atik la rive.

PRE-KÒMANN:

Disponib sou mikisklozet.com, WhatsApp ak tout rezo sosyal. Depo 50% obligatwa.