

*****Upon providing payment for the order the Terms and Conditions are agreed upon:**

#1 Order Turn-Around: there is no guarantee on turn-around time

There are times, due to unforeseen issues, that we cannot meet the estimated 5-6 weeks for existing art / 8-10 weeks for new art orders. We will try to expedite your order as quickly as we can without jeopardize the quality of the order. Our order fulfilment is First in/First out. We will do our best to meet your Deadline Dates, which is based upon production scheduling. The deadline date is not a guarantee. From time to time back orders due occur; this is due to decal restocking, printing issues, product availability, etc. We will contact you should this happen with an estimated ship date.

#2 Cancellation Policy

An order may be cancelled within 10 business days after the payment has been received, and processed by us. Written documentation will be required.

#3 Replacement

Defective Product – should your product have defects that renders the product unusable, please return the product to us for examination. After we receive the defective product we will contact you, letting you know if the product can be replaced at no cost.

Breakage – if an order has been received broken, we must be notified within 10 days of receiving the order:

#1 we will need photos of the product(s),

#2 photo of the box the order was shipped in.

Incorrect product – a product(s) will be replaced if it has been incorrectly made by us. All documentation received (order form/emails/photos) will be reviewed to confirm where the error occurred. Once a determination has been made, if it is our error, we will remake the product at no cost.

#4 – Shipping Issues

If an order has been shipped to the provided address, and it is returned by the shipper (i.e.: FedEx, UPS, or USPS) the cost to reship is solely on the individual that placed the order.

If the error occurred by us we will reship the order at no cost.

#5 New Art

Should changes be required after the approval has been received from the customer, and the production on the decal has been started, an additional art fee will be applied to the order.

#6 Rush Orders

A 5% rush charge will be applied (minimum \$25.00) on orders when a rush is requested.