

# Store Policy

## #TRUECRIMESTORY911™ | True Crime Story911 Media Effective June 19, 2026, through December 31, 2026

Thank you for supporting #TRUECRIMESTORY911™ | True Crime Story911 Media. This Store Policy governs eligible merchandise, production, shipping expectations, order processing, and promotional disclosures for purchases made through our online merchandise store.

### 1. Eligible Merchandise and Donation Disclosure

Certain qualifying merchandise sold through our store is part of a limited promotional campaign.

#### Donation Disclosure

#TRUECRIMESTORY911™ | True Crime Story911 Media plans to make an independent donation from company funds equal to **15% of the purchase price from each eligible purchase made between June 19, 2026, and December 31, 2026**, to a child-protection nonprofit. **Excludes tax, shipping, refunds, and chargebacks.** Donation amounts are calculated only on completed, non-refunded eligible purchases. This promotion applies only to qualifying items identified by #TRUECRIMESTORY911™ | True Crime Story911 Media. The donation will be made by #TRUECRIMESTORY911™ | True Crime Story911 Media from its own funds after the close of the promotional period. **No nonprofit organization has authorized, sponsored, endorsed, administered, or partnered with this promotion at this time.**

Only products specifically identified by us as eligible merchandise are included in this promotional calculation.

### 2. Made-to-Order Production

Most merchandise is produced to order. Please allow **1–3 business days** for production after payment has been successfully received and confirmed.

Where available, rush production may be offered for an additional fee. If offered, rush production prioritizes order handling but does not guarantee carrier delivery times.

Because items are made to order, slight variations in color, print placement, size, or finish may occur. Minor variations of this kind are part of normal production.

### **3. Shipping and Delivery Estimates**

Orders are typically shipped after production is complete. Estimated shipping transit times may vary based on destination, carrier performance, weather, holidays, and other conditions outside our control.

Any shipping or delivery window displayed on the store is an estimate only unless expressly stated otherwise. Estimated delivery dates are not guaranteed.

### **4. Delays**

If fulfillment or shipment is delayed, delivery timing may extend beyond the original estimate. We reserve the right to update expected processing or shipping timelines when necessary.

### **5. Order Accuracy**

Customers are responsible for providing complete and accurate billing, contact, and shipping information at checkout. We are not responsible for issues caused by incorrect or incomplete information entered at the time of purchase.

### **6. Order Changes and Cancellations**

Because production may begin shortly after an order is placed, requests for order changes, edits, or cancellations cannot be guaranteed once payment has been submitted.

### **7. Product Availability**

We reserve the right to modify, substitute, discontinue, remove, or limit products, product options, pricing, promotional eligibility, or store offerings at any time without prior notice.

## 8. Separate Policies

Returns, refunds, and related requests are governed solely by our separate **Return & Refund Policy**. Privacy, data handling, and general website use are governed by our other applicable site policies and terms.

## 9. Contact

For general store questions, order support, or merchandise inquiries, contact:

**#TRUECRIMESTORY911™ | True Crime Story911 Media**

**Email:** [info@truecrimestory911.com](mailto:info@truecrimestory911.com)