

Refund Policy

Returns

If you order the wrong size or style please contact us and we will be happy to help you exchange it for the right item. It must be unworn/unused and in the original packaging. Shipping will not be refunded in this case.

We will process the store credit or refund once we receive the package at our return facility. It may take up to 10 days after it is delivered to us to be checked into our system.

We do not accept returns or exchanges on clearance or promotional items (including free plus shipping).

Please contact us for the return address and further information.

Replacements

If an item is defective or damaged due to manufacturer error or if we ship you the wrong item, we will send a replacement to you. You may need to return the wrong item with a prepaid shipping label. You must send pictures of the damaged or incorrect item to start the replacement process.

If an order is lost in transit, we will replace it. You will be provided a tracking number and this is what we use to determine if an order has been lost in transit or delivered.

If your tracking number states your order was delivered, but you claim you did not receive it, we have to rely on the tracking number.

Returned to Sender

If you provide the wrong address, and your order is returned to us by the mail carrier, we will reship it to you. You will need to pay a shipping and handling fee to cover the costs of reshipping. If you choose not to have us reship the order, we will refund you, but the refund will not include original shipping costs, priority processing or insurance. There will be a \$5 per item restocking fee taken out of the refund as well.

Sometimes these packages are refused by the manufacturer and destroyed by the postal carrier. Sometimes they end up lost in transit. In any case in which we do not receive the package back, we can provide a 50% store credit towards a new item.

If you provided the correct address, we will reship the order to the same address free of charge. If you want to change the address, you will need to pay the shipping and handling fee.

Order Cancellation

All of our products are printed on demand, especially for each customer at the time that they order. Because of this, we can only cancel or modify orders within the first 6 hours after purchase. Order for Mugs and Ornaments cannot be canceled or modified at all.

Clearance Items

Items sold on clearance cannot be returned or refunded. They may not include original packaging. We make no guarantees about the condition of these items.