

Shirts and Stones Terms and Conditions

Below are the Terms and Conditions for business interaction with Shirts and Stones, Inc. (S&S). For questions about the following, please call (941) 751-0754 or email info@shirtsandstones.com.

Custom Orders

All new custom orders will be submitted to S&S via the custom design request form which can be found on the S&S website. A minimum quote fee of \$1 will be required for all custom design requests. Once the fee is paid, S&S will review the image and determine whether it can be converted into the desired rhinestone or vinyl artwork. The design price varies based on size, quantity of rhinestones, number of rhinestone colors, type of vinyl and other factors related to the complexity of the design. Once the price is determined, S&S will communicate the cost of the artwork to the customer. Requests cannot be completed by phone. If the image is copyrighted, written consent to use the image will be required from the owner of the copyright in order to complete the service.

Release Form

S&S must have written and signed consent to customize a trademarked logo. S&S will supply the release form via email or local store pick up.

Mock-Ups

A design mock-up will be provided with each sales order. Mock-ups must be signed or approved via email before your order will begin processing.

Order Processing

S&S processes orders through its storefront and its online website. At S&S storefront, S&S accepts the following forms of payment: credit card, PayPal, cash, or check. Through the S&S website, S&S accepts credit card or PayPal only.

Order Turnaround

Bulk orders are completed in 7 business days after customer payment is received in full and design mock-up is approved. This does not include shipping transit time. For customers who supply their own apparel, please be aware that your orders may be subject to a slower turnaround time if your garments do not arrive within 72 hours from placing the order. If you need an order in less than the standard turnaround time, expedited turnaround options are available upon request.

Expedited Production Fees

Please note that these turnaround times apply to S&S business days/hours not calendar days.

Order Total	7 Business Days	4-5 Business Days	2-3 Business Days	1-2 Business Days	24Hr Business Day
\$0-\$200	0%	20%	25%	30%	35%
\$201-\$400	0%	18%	23%	28%	33%
\$401-\$600	0%	16%	21%	26%	31%
\$601-\$800	0%	14%	19%	24%	29%
\$801-\$1000	0%	12%	17%	22%	27%
\$1000+	0%	10%	15%	20%	25%

Fee Percentage based on order total

(Example: 3 day turnaround for a \$500 order would increase your total by a 21% fee making the order total \$605)

Store Hours

Monday – Friday 10:00 am to 5:30 pm

Distribution and Use

Transfers created in the apparel or decal production process cannot be sold or distributed to any business or third party.

Tax Exemption

Customers who qualify for tax exemption must email a copy of their tax certificate to info@shirtsandstones.com. The name on the form of payment must match the name used on the tax certificate.

Social Media

S&S reserves the right to moderate and censor when necessary any of its social media outlets, forums, or publicly available modes of communication against obscenity, inappropriate content, or self-promotion. The moderation of all questionable content will be ultimately subject to the discretion of S&S. Repeated offenders may be blocked from participation in the aforementioned communications.

Refunds

All customized orders are final. No refunds or exchanges are available unless the item is defective or misprinted by S&S. If rhinestones or vinyl are not properly staying on the garment or accessory, S&S will fix it at no cost. If a damaged item(s) has to be shipped, S&S will cover the shipping costs. To initiate a return or exchange for a damaged item, contact info@shirtsandstones.com with a description and photo evidence of the damage.

Shipping

1. Customers have the option to ship their order via the United States Postal Service (USPS) or the United Parcel Service (UPS).

a. USPS: Priority Mail is the only shipping option available from the United States Post Office. Transit times posted to a customer's order for Priority Mail are provided by USPS as estimated times and are not guaranteed. The Post Office reserves up to 15 days from time of shipment to complete the delivery per USPS policy.

b. UPS: Ground, Three Day Select, Second Day Air, Next Day and Worldwide services are available upon checkout. For guaranteed time of delivery, please use one of our UPS options—Ground, Three-Day Select, Second Day Air, or Next Day Air.

Shippable orders will receive, via email, a tracking number corresponding to the recipient's selected carrier within 24 business hours of the time it was shipped. Orders consisting of multiple packages may have separate tracking numbers. Selected shipping methods cannot be changed while a package is in transit.

2. Delayed Shipment Due to Unforeseen Causes.

Various circumstances involving USPS or UPS may cause delays in shipment, including but not limited to weather delays, acts of God, mechanical issues, or accidents. Such circumstances are outside S&S control and most often cannot be resolved by S&S personnel. As a courtesy, S&S may reship the order. All decisions to reship an order are ultimately subject to the discretion of the acting S&S Manager as S&S is not obliged to resend the item after it has been shipped.

3. Delayed Shipment or Missing Items Due to S&S Error.

For shipments delayed in transit due to an error on the part of S&S personnel, S&S will immediately attempt to rectify the error. If the issue cannot be resolved in transit, S&S will reship the order at no cost to the customer. Likewise, paid items missing from an order will be immediately reshipped at no cost. All reshipped orders will be mailed using the same method as the original order. S&S will not compensate customers for reported economic losses due to delayed shipments other than excess shipping costs resulting from the error.

4. Delayed Shipment Due to Customer Error.

If shipment is delayed due to incorrect information provided by the customer (e.g. invalid shipping address), S&S can reship the order at the expense of the customer. Additionally, in the event a customer's address cannot be verified, the package may be held on S&S premises and remain with S&S until the customer provides a valid address. S&S will not be held responsible for any costs associated with such a delay.