

## Delivery

### When will I get my order?

It takes 3-7 days to fulfill an order, after which it's shipped out. The shipping time depends on your location, but can be estimated as follows:

USA: 5-8 business days

International: 10-20 business days

### Where will my order ship from?

We work with an on-demand order fulfillment company with facilities worldwide!

### Will I be charged customs for my order?

An additional customs and tax fee can occur on international orders. This fee is not in our control and is assessed by your local customs office. Customs policies vary widely for every country so please check with your local customs office directly to see if they apply duties and taxes to your purchases.

### My order should be here by now, but I still don't have it. What should I do?

Before getting in touch with us, please help us out by doing the following:

- Check your shipping confirmation email for any mistakes in the delivery address.
- Ask your local post office if they have your package.
- Stop by your neighbors in case the courier left the package with them.

*Pro tip: Package theft is on the rise—If you're expecting a home delivery and you know you won't be home to accept it, use an address where you know you'll be!*

If the shipping address was correct, and the package wasn't left at the post office or at your neighbor's, get in touch with us at [whitleyjeanrusler@gmail.com](mailto:whitleyjeanrusler@gmail.com) with your order number.

If you did find a mistake in your delivery address, we can send you a replacement order, but shipping will be at your own cost.

*Pro tip: The zip code is the most important part of the address. Use a simple tool like USPS ZIP code lookup to make sure you get it right!*



## Orders

### How are your products made?

We work with a reliable, high-quality print-on-demand drop shipper. They have locations worldwide, so depending on where you are, your orders are printed and shipped from the facility that can do it most efficiently!

### How do I track my order?

If your shipping method includes tracking, you'll receive a tracking link via email when your order ships out. If you have any questions about your tracking or shipment, drop us a line at [insert your support email here].

### I received a wrong/damaged product, what should I do?

We're so sorry if the product you ordered arrived damaged. To help us resolve this for you quickly, please email us at [whitleyjeantrusler@gmail.com](mailto:whitleyjeantrusler@gmail.com) within a weeks' time with photos of the damaged product, your order number, and any other details you may have about your order. We'll get back to you with a resolution as soon as possible!

## Returns

### What's your return policy?

We offer returns through our store, but we ask that you pay for shipping costs to send the product back, as we use an on-demand printing service. You will be refunded the cost of your original order. Returns can be shipped to:

Whitley Jean  
889 Studer Avenue  
Columbus, OH 43206

### Do you offer refunds?

Refunds are offered to customers that receive the wrong items or damaged items. If any of these apply, please contact us at [whitleyjeantrusler@gmail.com](mailto:whitleyjeantrusler@gmail.com) with photos of wrong/damaged items and we'll sort that out for you.

### Can I exchange an item for a different size/color?

To "exchange" an item, please return your original item, and we will issue a refund. Then, you can reorder the desired item.