

# Jay TALKS LAW™

## SHIPPING & RETURNS

### Policies

We are a **print on demand company** and all products are made to order. We print in house, hire and use outsourced manufacturers to print our graphic designs for speed and quality. **Some items will ship separately.**

#### Processing

Apparel takes 5-7 **business days** to create. In some cases, due to item back order, there may be a slight delay (usually of no more than 7 additional days).

**Once your order has shipped**, you will receive your tracking number to the email you provided during check out.

#### **Shipping**

US customers can expect to receive their item(s) in 5 **business days** or less. We do not currently offer expedited shipping.

Canadian customers can expect to receive their item(s) in 10 **business days** or less. We do not currently offer expedited shipping.

International customers can expect to receive their item(s) in 20 **business days** or less. We do not currently offer expedited shipping.

International customers are responsible for any duties associated with purchase.

Please note that US customers receive tracking via USPS.

**In instances where items used for printing are out of stock, information referencing delays will be posted on each individual item and/or emailed to the customer.**

## **Returns**

**ALL SALES ARE FINAL** however, Jas Talks Law will accept returns on items that were damaged upon receipt (damages include incorrect sizing from what was ordered, faulty printing, tears/holes in item). All items will be replaced with the same item in the same color. No exceptions.

We do not offer returns OR exchanges on items due to incorrect size chosen, change of heart on color (where applicable), etc. Please make sure that you contact us via email if you're unsure before purchasing.

If an item is returned to our warehouse as undeliverable (due to, for example, incorrect address provided, a change in address before the order was shipped, etc.), the customer will be responsible for the shipping cost for reshipment. Please make sure that your mailing address is correct before processing an order. We only send to the address YOU provide during order processing.

## **Order Cancellation**

We will not cancel ANY order after receiving payment due to automatic production of merchandise.

## **Additional**

In some instances with graphic images (not font), the actual graphic may be increased in size for clarity in our store. This is not considered a defect in quality or product.

If for any reason there is a defect in our product, customer has approximately 10 (calendar) days from date of package RECEIPT to notify us of the defect.

Additionally, we are **NOT responsible for post office issues** relating to lost/stolen packages and/or incorrect provided shipping addresses. For example, if your tracking number shows that your package was “successfully delivered” then it becomes the responsibility of the post office.