Green Dot Dyes Store Policies

Credits, Exchanges & Returns

Handmade items contain variations. The methods we use, including hand-sewing, tie-dye, batik, and ice-dye, all produce infinite variations, and we handcraft all our designs. Please be aware that even if we use the same colors and techniques as another piece you've seen, the crackle of the batik and the flow and pattern of the dyes will always be unique. **Purchase of our work implies understanding of, and appreciation for, these variations, and we thank you for your support.**

- **If you locate a defect in the manufacture or workmanship of your purchase, please reach out to us.** Photos may be requested to establish the nature of the defect. If the defect is repairable (e.g. a seam that came loose), we may offer a complimentary repair at our discretion.
- We know that determining fit can be difficult. Clothing may be exchanged in person within 30 days of purchase/receipt for a different size or (at store discretion) a comparable amount of store credit. **The original item must be returned in saleable condition.** Items with smoke damage or wear and tear will not be accepted.
- **Items that were purchased online are not eligible for return or exchange** except in the case of store error. All our listings include measurements and product care information; please read these carefully to ensure that the item will suit your needs and reach out to us with any questions before ordering.
- As a small business that strives to keep our prices affordable, **we regret that we are not able to absorb the cost of shipping for returns or refund previous shipping costs except in cases of store error.** Items must be physically returned. Credits, exchanges and refunds cannot be processed until the returned item is received. For security, refunds can only be applied to the original method of payment.
- Personalized items and custom orders are not returnable or exchangeable except in cases of store error. Please confirm sizes, dimensions, etc. with the recipient before ordering.
- Gift certificates are not refundable or redeemable for cash.

Processing

Online orders of in-stock merchandise are processed within 48 hours, but shipping time may vary according to the carrier and destination.

Processing time for custom orders is currently about 2-3 weeks*, depending on the intricacy of the project and whether we have to order the base item. Handsewn orders: please add 4 weeks.

Payment and Delivery

For in-person orders, we accept payment through cash or credit card, and we offer free pick-up or delivery anywhere in Wake County, NC. Online orders are processed through our Etsy shop; we always ship via USPS with tracking.

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Custom Orders

- Payment for individual custom orders is typically due upon receipt of the finished product. For orders that contain multiple items or specialized blanks (e.g. fleeces), a deposit up to 50% of the order total may be required before work begins.
- Occasionally, a desired blank may be found to be out of stock or discontinued by the manufacturer. We do our best to identify a comparable substitute, and communicate with the client to confirm approval before work begins. If an acceptable substitute cannot be located, the client may choose to cancel the order before work begins and receive a refund of any deposit.
- The client may provide a blank of their choosing to be dyed; however:
    - The item must be made of cotton or other cellulose fiber (or a blend of fibers that totals at least 85%). Any other content (including synthetic fibers, elastic, and embellishments) will resist the dye, resulting in a heathered or faded look. Fabric treatments such as UV protection, stain shield, and water repellency are not compatible with tie-dyeing, and we find that certain brands dye better than others. If in doubt, please reach out to us BEFORE you purchase your blank.
    - The item must be able to tolerate multiple hot-water machine washes; please size up to account for any potential shrinkage and avoid delicate materials that may be damaged by this process.
    - GDD takes appropriate care with all blanks, but we cannot be liable for damage to the fabric or excessive shrinkage, nor can we replace a blank that was not obtained by us.
- Pricing for customs varies according to the intricacy of the design and cost of the requested blank. Generally speaking, prices start at the following rates (sales tax not included):
    - Youth short-sleeve shirts: $15
    - Youth long-sleeve shirts: $20
    - Ladies/Adult short-sleeve shirts: $25
    - Ladies/Adult long-sleeve shirts: $30
    - Fleeces (sweatshirts, hoodies) and dresses: $35
    - Handsewn, bulk orders, and other items: contact us for pricing

Contact Us

If you have any questions, please don't hesitate to reach out!

- Email: Ginny@greendotdyes.com
- Socials: Instagram @greendotdyes and Facebook www.facebook.com/greendotdyes
- Snail Mail: PO Box 324, Morrisville NC 27560
- In Person: Check our schedule (www.greendotdyes.com/schedule) to find our next in-person event.