

Carol's Creations By Carol Purvis
TERMS & CONDITIONS



● **Payment Policy:**

Payment is Required in **FULL** upfront before orders are processed & is due upon receipt of your Invoice. If Invoice is **NOT** paid within 24 hours of receipt, your order will be canceled. (*Unless Otherwise Stated*)

● **Invoices Will Be Sent Via PayPal:**

If you **DO NOT** have a PayPal Account & prefer to pay with **Venmo, CashApp, or Facebook Pay**, information is provided at the bottom of your PayPal invoice, & is listed in the "**Featured**" Section in *Carol's Creations VIP Group*, as well as, below:

CashApp: \$carolpurviscreations

Venmo: @carolpurvis **OR** @cwpcreations

Facebook Pay Also Accepted

● **Turnaround Time (TAT) for Majority of Orders is 14-21 Business Days**

(Mon.-Fri.): Turnaround Time starts the day after your payment is received. I try my best to get your order out sooner than the stated Turnaround Time, but I may need to Restock your Size &/or Shirt Color, or Transfer & this can take a few days from the Distributor) ***The stated Turnaround Time of 14-21 BUSINESS Days DOES NOT include Weekends & Holiday seasons.***

- You may request a **RUSH Order Service** for an Additional Fee of \$8.00. **(This moves you to the front of the order line, but DOES NOT have any effect on Shipping &/or Delivery).**

Returns:

- Due to the nature of customized & personal items sold, we do not accept returns, exchanges, or cancellations. However, if you have any concerns or problems with your order once it is delivered, please contact me within 2 Business days so I can assist you in solving the problem.

Shipping:

- Shipping for all orders starts at \$8.00 & increases depending on the weight of the package. You will receive an email or Message through Facebook Messenger with your Tracking information.

- Please note that once I hand the package to the shipping carrier I am no longer liable for the package. If you need updates on Tracking or Delivery Status, please contact the carrier with the provided Tracking number.
- I cannot be responsible for packages that are damaged, lost, stolen during shipping or upon delivery, delayed, or sent to an incorrect address provided @ time of checkout.

The exception to this is if you receive a damaged product. Therefore, I advise you to inspect your order upon receipt & contact me within 2 Business Days of delivery if the item is defective, damaged, or if you receive the wrong item, so that I can evaluate the issue & correct it. Please take pictures of the package upon delivery as they will be requested.

Disclosure:

- Please be sure to review your invoice for accuracy. Orders are completed from information on invoices. If there is a discrepancy, please email me **IMMEDIATELY @ cwpc creations@gmail.com**
- Your Payment of your Invoice is your Agreement & Understanding that everything is correct & you wish to proceed with your order.

Chargebacks: If a Chargeback is received you will no longer be able to order with me. **Please Reach Out to Me Before Resulting in a Chargeback.**

Contact Information: cwpc creations@gmail.com or 912-850-2610

Please Click Box to Agree to “Terms & Conditions” on the Order Form.