

Terms and Conditions

Shipping Policy

We make every effort to complete and ship all monogrammed orders within 7-14 business days of the receipt of your order. Our business is located in Georgia . Please allow sufficient shipping time to your state when placing an order.

We ship orders using USPS Priority Mail with delivery confirmation. The risk of loss for all items purchased via our website passes to you upon delivery of the item to the carrier. You may purchase insurance at the USPS rate.

At this time, we do not accept orders from outside the United States.

Payment Policy

At this time we only accept PayPal – you can pay through PayPal with a credit card even if you don't have a PayPal account. We respect your privacy and will never sell or share your information with any outside party.

Order Policy

Please check the spelling, fonts and colors before placing your order.

We are not responsible for incorrect information that is given. We will embroider the information exactly as you have ordered. Orders **may not** be cancelled once the production process has begun.

PLEASE check your email for a copy of your order and notify us immediately if there are any changes.

All orders shipped within the state of Georgia are charged 7% sales tax by law.

Returns

All personalized products are **non-returnable/non-refundable**. If the product is defective or we make an error in the personalization, we will gladly replace the product if notified within 48 hrs of delivery. If the products are defective in craftsmanship, they will be replaced using the exact monogram as the original order. If there is a change in the monogram, it will be charged as a new item. All items must be returned in new condition with tags and original packaging. Shipping charges are non-refundable.