

Stack Strategies Co. Store Policies

Delivery

When will I get my order?

Usually, 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 to be 3–4 business days in the USA.

Where does Stack Strategies Co. Ship to?

At this time, Stack Strategies only ships orders in the USA.

Where will my order ship from?

Stack Strategies works with an on-demand order fulfillment company in the USA.

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

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 info@stack-strategies.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 the customer's cost.

Orders

How are your products made?

We work with a print-on-demand drop shipper. They have locations across the country, so depending on your location, your orders are printed and shipped from the facility that can do it most efficiently!

How do I track my order?

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 info@stack-strategies.com.

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 info@stack-strategies.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?

Our small business does not offer returns and exchanges, but if there's something wrong with your order, please let us know by contacting us at info@stack-strategies.com!

Do you offer refunds?

Refunds are only offered to customers that receive the wrong items or damaged items. If any of these apply, please contact us at [insert your support email here] with photos of wrong/damaged items and we'll sort that out for you.

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

At this time, we don't offer exchanges. If you're unsure which size would fit better, check out our sizing charts—we have one for every item listed on our store, in the product description section. Though rare, it's possible that an item you ordered was mislabeled. If that's the case, please let

us know at info@stack-strategies.com within a week after receiving your order. Include your order number and photos of the mislabeled item, and we'll send you a new one, or issue a Refund!

Return Policy

Any claims for misprinted/damaged/defective items must be submitted within 7 days after the product has been received. For packages lost in transit, all claims must be submitted no later than 7 days after the estimated delivery date. Claims deemed an error on our manufacturer's part are covered at their expense.

If an issue with a product is noticed, it is the customer's responsibility to contact Stack Strategies Co. via email to info@stack-strategies.com and report to issue within seven days upon receipt.

The return address is set by default to the manufacturer's facility. Unclaimed returns get donated to charity.

Wrong Address - If an address is provided that is considered insufficient by the courier, the shipment will be returned to our facility. Customers will be liable for reshipment costs once we have confirmed an updated address (if and as applicable).

Returned by Customer - All returns must be communicated with Stack Strategies Co. Prior to sending to our manufacturer. Stack Strategies Co. Reserves the right to NOT refund for buyer's remorse or being unsatisfied with the look. The return request for reasons such as "damaged products" or other issues reported, will undergo an evaluation to verify whether the product was used or destroyed, even if partial. In these cases, a refund will not be possible. Our manufacturer reserves the right to refuse returns at its sole discretion.

This Policy shall be governed and interpreted in accordance with the English language, regardless of any translations made for any purpose whatsoever.