

Return/Exchange & Refund Policy

Payment & Processing:

Your choice of payment can be made with a credit/debit card. We accept Master cards, Visa and Discover cards. We try our very best to process and ship most orders within 4-6 business days (Monday-Friday) after receiving payment. We also charge a processing and handling fee of \$1.29.

Returns & Exchanges:

Here at Tees, Tumblers & Totes a.k.a FJSB Creations LLC, we strive to provide amazing products for our customers at the lowest possible price! We want you to be happy so please let us know if there is a problem. If you have any questions, don't hesitate to ask. However, we ask that you please review your order as soon as you receive it.

Oh no! Something went wrong?

We get it, things don't always work out! Therefore, if there is a problem with your order, we will do everything in our power to remedy the situation and ensure that you are satisfied. Rest Easy! We're here to help and to get it right!

We accept returns and exchanges. Our policy lasts 30 days! **Please note:** Shipping costs to return items and receive exchange(s) back are the sole responsibility of the customer. We are not responsible for any returns that may be lost or damaged in transit.

To be eligible for a return:

You MUST complete a return form within 15 working days of receipt of package.

Your return item must be shipped back within 10 working days of completing return form. Please note that handling and shipping costs will be at the customer's expense.

IMPORTANT: All returns must be received within 30 days of the original purchase date.

Your item(s) must be in the original packaging.

Your item(s) must be unused and in the same condition that you received it.

Your item(s) must accompany receipt or proof of purchase.

Items returned marked/stained, damaged, washed, tags not attached, smelling of perfumes, deodorants, animal hair, smoke etc. or received beyond 30 days from the order date will not be accepted and will be returned to you.

NOTE: We are not responsible for any returns that may be lost or damaged in transit. Feel free to call us at 252-732-4522 or email return@fjsbcreations.com with any questions.

Refunds:

All refunds will be dealt with on an individual basis. Upon receiving your returned item, we will notify you that we have received your returned item. Your item will be inspected, and we will immediately notify you of the status of your refund. If your return is approved, we will initiate a refund to your credit card or original method of payment. You can expect the credit to show on your card within a certain number of days, depending on your card issuer's policies.