



# *Frequently Asked Questions*

## **What is Shipping Time?**

Most items will be processed and ready to ship within 5 business days. Some items take a little longer. If that is the case, shipping estimate will be noted in product description. Processing times may vary around holidays so it is always best to order your gift items in advance. If for any reason the item(s) you ordered is out of stock, we will notify you immediately via phone or e-mail.

## **What is “PROCESSING TIME”?**

Processing time is the amount of time it takes our staff to personalize your item(s) and does not include the transit time it takes the order to reach you once it leaves us. Most items will be processed and ready to ship within 5 business days.

## **Do you offer RUSH options?**

Yes! If you need an item shipped sooner than our normal processing time allows, please select the **Rush** option when placing your order. The Rush fee guarantees that your item will be processed for shipment within 2 business days\*. Rush processing is not available on some items. **If you are ordering multiple items and want just one item rushed, please place that order separately.** We cannot change an order to “rush” status once it has been placed.

*\*business days are Monday-Friday. Daily order cut off time is 5pm. Holidays are not included in the rush, 2-day time frame.*

## **Can I track my order?**

Once items are shipped, you will receive an e-mail with your tracking #. Most of our items ship USPS.

## **Do you offer Returns/Refunds?**

See our “Spiritwares Policies” link, located in the footer of our website for details. Shipping charges are non-refundable.

## **Can I purchase an item without a monogram?**

Yes! Pricing is the same with or without personalization. Simply leave the monogram section blank.

## **Can I pick up my order locally instead of paying shipping?**

Of course! You can pick up your online order for no additional shipping fee at our Spiritwares at Logan’s Boutique location in Dacula, GA. Please refer to the “Local Services” tab for more details.

## **Does Spiritwares ever offer coupons/sales?**

The best way to keep up with coupons and special savings is to join our e-mail mailing list.

If you have any other questions, please feel free to call/text us at 770-932-9876 or  
e-mail [spiritwares@bellsouth.net](mailto:spiritwares@bellsouth.net)