

OUR POLICIES

Processing

All of our products are made to order. Our standard processing time to create these orders is 3-5 business days.

Orders are shipped Monday through Friday, excluding Holidays. Orders placed on holidays or weekends are processed the next business day.

Rush shipping may be available for some orders at an additional charge upon request.

If there are any issues with your order we will contact you via the email provided in your order.

Production will begin on custom items with customer provided files once the proof has been approved.

If Sweetums advises the customer that the image and/or graphics is not recommended and/or not suitable for the use intended and/or quality production, the customer may proceed with the order at their own discretion.

Shipping

Sweetums Signatures is not responsible for any delays in shipping due to the issues with the shipping company.

All orders are shipped according to the information supplied by the customer. If a package is not delivered due to an error made by the customer in submitting improper shipping information the customer will be responsible for the cost to have this returned to our facility as well as the cost to ship them back to them. Or they may choose to purchase the item again at a discounted price.

We ship all orders via UPS and USPS. The customer will receive an automatic email with the tracking information at the time of shipment. Items shipped First Class Mail through USPS will not include shipment tracking.

International tariffs, taxes, and or brokerage fees may be incurred at the time of delivery, and are solely the customer's responsibility. We will not mark packages as gifts when shipping Internationally, and the full value of the package will be disclosed on the shipping documents at the time of shipment.

Cancellation

We do not offer a cancellation option for standard orders, as we tend to process and produce orders very quickly.

Customers can cancel a custom order which requires proofing if they do not approve of the proof and it has not been sent to production.

All cancellations must be authorized by a Sweetums Signatures representative.

Returns

Sweetums Signatures will accept returns on most items and will issue a refund with minus a 10% restocking fee and original shipping cost (and rush processing; if applicable). Customers who return items that qualified for free shipping will receive a credit minus the 10% restocking fee and minus the initial cost of shipping for the item.

Custom orders are not eligible for return, unless the return is requested due to an error on our behalf. Custom orders include all decals within the custom decal category as well as the personalized apparel category, and custom request orders.

Returns and exchanges are only valid within the United States.

Returns and exchanges can only be authorized within 72 hours of receiving the order shipment.

All returns and exchanges must be authorized by a Sweetums Signatures representative before you ship them back to us.

All return shipping must be paid for by the customer.

You may send your products back via any shipping method you prefer, however, we recommend that all returns and exchanges be shipped back using a trackable and insured shipping method. The decal must be rolled. Do not fold the decal. The decal must be returned in a sturdy package like the one that the decal arrived in.

Sweetums Signatures cannot be responsible for returned packages that are damaged or lost in transit.

Refunds can only be issued to the original credit card used at the time of purchase. If original credit card is no longer valid, a store credit will be issued instead.

Decals that do not adhere to textured walls or unfit surfaces are not eligible for returns or exchange.

If a decal is damaged during installation, a replacement may be offered to the customer at a discounted price.

If your package arrives damaged and it has damaged your order we require detailed pictures of the damaged packaging and damaged order to make an insurance claim with the shipping company. Again, you must contact us with this information within 72 hours of receiving your shipment.

Sweetums cannot be held responsible for any decals that do not stick due to: wall texture, eco-friendly paint, surfaces painted within 30 days, or applying to surfaces under 68 degrees. The customer assumes all risks when applying our decals. Sweetums cannot be held responsible for damage to paint, walls, or any other application surface.

Terms and Conditions

By purchasing products and/or services from us, you agree to the following:

Sweetums Signatures reserves the right to change and update information at its discretion, with or without notice.

Any of the content in any form that is related to our website and/or company is protected under copyright, trademark, and other proprietary rights. You're not allowed to copy, re-distribute, use or publish any materials, content or design from Sweetums Signatures without permission for any reason.

By registering and/or checking out through our website, you confirm that the info provided is accurate and correct. We can cancel your account at any time if deemed false, harmful or fraudulent.

While we work very hard to keep viruses and malicious content off of our site, should our site become compromised in any way, we will not be held responsible or liable for any damages that may result from use or misuse.

We reserve the right to revoke a discount or promotion for any reason. We can set rules for these discounts and promotions as we see fit.

We do our best to provide excellent customer service. Our standard hours of operation at Monday through Friday, 8:00 a.m. to 4:00 p.m. EST. If we are not available during the above-posted hours, just leave a message or email us and we'll get back to you as soon as possible.