



Order Shipping Practices

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Stampin' Up! ships through the best carrier available. Products are usually shipped to deliver within seven business days from the date the order is received from the demonstrator at the offices of Stampin' Up! Shipping times may vary. Stampin' Up! shall not be liable for any delay in shipment that is caused in whole or in part by circumstances beyond Stampin' Up!'s control.

Backorders

While Stampin' Up! strives to maintain the inventory you need, from time to time Stampin' Up!'s suppliers may be unable to meet the demand and some catalogue merchandise will be placed temporarily on backordered status. You can add backordered items to your order; however, backordered items are not in stock. Once they are in stock, those items will be shipped separate from your original order.

Expedited Shipping

Customers have the option of selecting expedited shipping and handling on orders at an additional cost. Expedited orders placed before 10:00 AM (MT) will ship out the same day. (Please note that expedited orders placed on Stampin' Up! holidays and weekends will ship the next business day.)

Stampin' Up! cannot guarantee delivery by FedEx on weekends. Stampin' Up! cannot refund expedited shipping costs if an order is shipped earlier than expected. The cost for expedited shipping and handling is in addition to the regular shipping charge.

Expedited Shipping Charges: There will be an additional charge of \$25 for each \$650 or fraction thereof. For orders up to \$650, you would pay the regular shipping charge plus an expedited shipping charge of \$25. For orders from \$650.01 to \$1,300, you would pay the regular shipping charge plus an expedited shipping charge of \$50, and so on.

You may request and pay for expedited shipping for entire orders, but not for partial orders. That is, either the entire order is expedited, or the entire order is shipped normally. This option must be chosen and paid for when the order is placed and cannot be changed. This service is available year-round without exception.

Order Corrections

While we always strive for accuracy in our orders, mistakes do happen. Stampin' Up! is prepared to help you correct problems with your orders. To facilitate an order correction, please contact Customer Support at 1-800-STAMPUP.

When you receive an order, carefully inspect each item to ensure that nothing is missing or damaged. Should a problem arise, please call Customer Support.

Damaged Items: If the product is damaged, please let Customer Support know. The shipping company may request to inspect the packaging; Customer Support may need to inspect the damaged item. Customer Support will work with you to facilitate these inspections.

Defective Items: If an item is defective, please contact Customer Support immediately. We strive to provide the best, defect-free product possible. Despite these efforts you may encounter a product that fails to meet your expectations. In some cases, a Stampin' Up! representative may need to inspect the item to better understand the type of defect. Customer Support will work with you to get the product returned for inspection.