



### **What is Gettysburg Black History Museum?**

Gettysburg Black History Museum is a 501(c)3 nonprofit organization created to preserve black history of Gettysburg and the surrounding areas. We started as a dedicated group of concerned citizens with a name, Third Ward Concerned Neighbors, that reflected our mission to work within the community to make changes. We have grown over the years beyond grass roots community initiatives to focus on the preservation of history for future generations and have been working for the past several years to develop a museum in Gettysburg of our history. Gettysburg's Black History is part of American History that needs to be told by our people.

### **I just placed my order - when can I expect it?**

All of our items are custom made as ordered. While we always aim to exceed expectations and work as quickly as possible, the estimated time it will take to produce your order between the date it was ordered and the date it will ship (unless otherwise specified in the item details on the page you ordered from) varies. Time in transit once it ships entirely depends on the shipping speed you chose at checkout. Please be sure to contact us before ordering if you have a specific deadline to meet so we can help you meet it!

### **What are your hours?**

As of right now we do not have regular hours. All emails and inquires via telephone are answered during the day, from 9am until 7pm. On occasion, when time permits, we will respond via email during our off-hours.

### **What is your return policy?**

We do not accept returns. Because every single item in our store is a custom produced item at the time of your order, we do not accept returns. We do, however, accept exchanges if an item was received damaged or in any way not as expected. Please email us at [questions@gettysburgblackhistory.com](mailto:questions@gettysburgblackhistory.com) with any questions before you send the item back. In most cases, we will issue a replacement and do not want the damaged item returned. And please - be nice! We are a small team of real humans who are always eager to help, and your patience and kindness go a long way.

### **Do you have a mailing list?**

We have an email list you can sign up for on our website. At this time we do not have a direct mail list.

### **Can I find you on social media?**

Yes. We are on Facebook at [www.facebook.com/gettysburgblackhistory](https://www.facebook.com/gettysburgblackhistory) and Instagram @gburgblackhistory.

### **Do you have a physical storefront?**

We do not at this time, have a store front. We plan to open a store in 2019. Please join our email list to be one of the first to know when we have opened our store.

### **Where can I read reviews about your service and product?**

Please visit our Facebook page. We pride ourselves in great products, fast response times, and outstanding customer service.

Still have a question that didn't get answered here? Please read our GBHM Policies and contact us.

GETTYSBURG BLACK HISTORY MUSEUM, INC.

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*Preserve • Educate • Inspire*