



### Return Policy

If you are in any way dissatisfied with your order, please [contact us](#). **And please remember the golden rule - be nice!** You are dealing with a very small team of real people who are eager and happy to help you. Your satisfaction is our priority - we want to be sure you are happy and are open to trying to work out a positive solution within our policies. And in finding that solution, we deeply appreciate your patience and kindness.

You have 90 days from the time the item is delivered to [contact us](#) with any problems with what you purchased. As mentioned above, if damage or loss occurs when in transit, no refunds will be issued but repairs and/or replacements can be discussed. We will not issue an exchange until the original item is received back in the condition in which it was received or see photographs of the damaged item with the packaging it came in. **If an item is damaged after the 90 day period, no action will be taken.**

Items that were damaged due to negligence in care, i.e. tarnishing, water damage, bending, etc, do not qualify for replacements, or exchanges. If an item is damaged by negligence in care, we are not responsible. No exceptions.

We do not, under any circumstances; refund shipping charges, production upgrade fees, or reimburse you for return shipping.

We stand behind our products and our materials. If you are dissatisfied with your item, please contact us within 90 days of receiving it. We are happy to offer an exchange of equal value once the item is returned to us. Because all items are custom made we do not offer refunds. It is non-negotiable.

**If you are still unsure, [please ask](#) before making your purchase.**

### Shipping Policy

**We ship to the address provided at checkout. Please be sure that it is correct before completing checkout. If it is not, please [notify us](#) immediately so we can make the change before shipment. All items are shipped by USPS.**

All of our items are made to order. All items are made to order and take 2-4 days for production. We aim in all situations to exceed these timelines and your expectations, but use this window as a general guideline on when your item will be shipping. Rush upgrades are available for an additional fee, please contact us before ordering for more information.

Upgrading your shipping at checkout will not rush production. Please [contact us](#) to add a rush production to your order before you make your purchase. Additional fees will apply.

GETTYSBURG BLACK HISTORY MUSEUM, INC.

*mailing* P.O. Box 3071 | Gettysburg, PA 17325 | *group reservations* 800.579.2429 | *online* [gettysburgblackhistory.org](http://gettysburgblackhistory.org)

*Preserve • Educate • Inspire*

All of our items are packed with quality materials and significant care. But no matter how much care one uses, items can still get damaged in transit. If your item arrives damaged, please [contact us](#) upon its arrival with photographs of the item and the package (exactly how it came to you) and we will discuss with you how a replacement or repair will be issued.

If you fear your shipped order has been lost in transit, please [contact us](#) and we can work something out (for international buyers, there will be a longer waiting period unfortunately.) In the case of packages lost in transit, refunds will not be given and replacements can be discussed. To ease your mind, insurance is also available for an extra fee. Domestic packages shipped within the US will have tracking information, but international packages may not. If you would like to guarantee that your package is tracked, domestic or international, [contact us](#) prior to purchase.

If your item was marked as delivered by the post office, though you did not actually receive the physical item, please verify the address you provided during checkout, contact your neighbors, roommates, postal carrier and local post office to deal with the issue. In most cases, it was just delivered to the wrong address or scanned incorrectly and will work itself out over time. We are not responsible for replacements of items that were incorrectly delivered or scanned at the fault of your local post office. If these items are returned to us because of their mistake, we will gladly re-send them to you at no cost. But if they are not recovered, we sincerely apologize - but there is nothing more we can do.

We are not responsible for any duties, taxes or brokerage fees that are incurred from border crossing, nor do we have any knowledge of what they may be at the time of your order. No refunds in any circumstance due to these fees will be given. No exceptions.