

## Terms and Conditions

Please read our policies below so we can best serve you

**DAMAGED SHIPMENTS:** If your package arrives visibly damaged, refuse it and *contact us immediately at 214-360-0056* or email [store@campjohnmarc.org](mailto:store@campjohnmarc.org)

Inspect ALL shipments promptly. When received, open and examine it immediately for damage or incorrect or missing items. If there is a problem with your order *contact us immediately at 214-360-0056* email [store@campjohnmarc.org](mailto:store@campjohnmarc.org)

**RETURNS:** All Sales are Final. Please be careful in ordering colors, quantities, and sizes.

Please be aware that monitors and operating systems show colors differently. Please call about colors prior to ordering if you are uncertain. All purchases are final from the date you received the product regardless if you have not opened your shipments. Inspect ALL shipments promptly.

**WRONG ADDRESSES:** If you enter the incorrect address and your package is returned to us we are charged for the return shipment as well. You are liable for that charge and if you wish the package to be re-delivered to the corrected address we will charge you for the new shipping cost as well. Please check your address entry before completing orders.

**Shipping Options:** We ship with USPS. We strive to get you the lowest shipping rate, but most often, the best deal is with the USPS new Flat rate shipping in Flat rate boxes. You may visit the USPS website to learn more about their rates ([www.usps.com](http://www.usps.com)).. If you have special needs please call 214-360-0056 or email [store@campjohnmarc.org](mailto:store@campjohnmarc.org).

**Special Shipping Needs:** In the event that your order may require any special shipping accommodations, call 214-360-0056 or contact us at [store@campjohnmarc.org](mailto:store@campjohnmarc.org) and we will do what we can to fulfill your special requirements.

### Product Availability:

#### In Stock Items:

Orders with all items in stock will be securely packaged and shipped out within 5-7 business days. We currently ship USPS Monday through Friday with the exception of Holidays.

#### Out of Stock/Backordered Items:

We try to keep all items on our site available to our customers at all times but with such a large selection of items, there is always a possibility that we may run out of something. In the event that we are unknowingly out of stock for a particular item we will contact you after your order is placed and determine a solution to best suit your needs. Orders will be delayed if an out of stock item is soon to return to stock. This delay will be approximately 10 days to replenish our inventory.

Due to the increasingly high costs of shipping these days, we reserve the right to cancel and refund for back ordered items that would cause us to incur additional shipping charges that would be more costly than the item being sent out. We will contact each customer before shipping an incomplete order to see if another item can be substituted. If the customer does not respond to our emails or phone calls we may ship the order without the back ordered items after 3 days as to not delay the order any longer and refund accordingly.

#### Holidays and Shipping Times:

We will work to get your orders out in a timely fashion. No shipping is done on weekends or Holidays.