

Terms and Conditions:

Minimum Order: \$100.00

We take pride in our fast shipping. Many orders will ship within 2 days of your order.

All orders are paid with credit card. We ship to the US only, and all orders ship within two days. Our default shipper is FedEx Ground, but we can ship any way required. Any damage or shortage is to be reported within 15 days for refund, replacement or credit. Returns are subject to a 20% restocking fee

Shipping & Returns

When will my order ship?

We take pride in our fast shipping. Many orders will ship the same day of order, most the next day, and some may take us a couple of days. Custom printing times will depend on how long it takes to create the artwork, how long it takes you to approve it, and the size of the order. It rarely takes two weeks from start to finish.

Shipping

We can ship to virtually any address in the world. Note that there are restrictions on some products, and some products cannot be shipped to international destinations. US Ground Shipping is free! Should you need to expedite your order, you will see options on the shipping page. Feel free to call us for more information regarding shipping your order. 800-828-3870 or 423-246-7188.

Returns Policy

You may return any items within 30 days of delivery for a full refund, but you must take care to wrap the items the way you received them. All of our imprinted items must have a layer of bubble wrap or foam separating each layer. We will pay the return shipping costs if the return is a result of our error (you received an incorrect or defective item, etc.).

You should expect to receive your refund within four weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days).

Institutional accounts with good payment practices such as hospital gift shops, churches, museums, zoos and aquariums are welcome to choose the "pay with check" option. We would appreciate it if you would kindly submit a credit sheet to info@lifeforceglass.com. Should you require it, we will be happy to send you a W-9

upon request. If you customarily work with a sales rep retained by Liferforce Glass, your rep will receive his or her commission from your order on our website.