

Store Policies

Returns

Payments are processed at the time orders are placed. If an item is not in stock, we will place it on back-order for you and ship your order as soon as the back-ordered item arrives. If you decide to cancel your order before it is shipped, please call so that we may process the cancellation before the order is shipped. Orders that are placed for single items valued at over 300 dollars or highly customized items are considered special orders and cannot be cancelled once production work has begun on the order. Unless production work has started on an order, it may be cancelled for a full refund prior to shipping.

Our return policy lasts 30 days. If 30 days have gone by since you received your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Additional non-returnable items:

- Gift cards
- Lesson Fees

There are certain situations where only partial refunds are granted (if applicable)

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5 days. If rejected, a store credit will be made available to you for the original purchase price, minus shipping.

We fully believe in equitable solutions, please reach out to us before leaving negative feedback of any kind so we may attempt to reach a mutually beneficial solution to any and all issues that may arise.

Free Shipping (if applicable)

Free shipping only applies to orders with a cart value of \$199 or higher to shipping destinations within the 48 Contiguous US States unless it is marked "Not Eligible for Free Shipping." Offer does not apply to special orders or repair work. We'd do it if we could, but we don't set these costs.

Promo Shipping (if applicable)

\$5 Promo Shipping applies to orders with a total weight of 3.0 lbs. or less and destinations within the contiguous 48 states. Orders between 3.0 and 5.0 lbs. and destinations within the contiguous 48 states qualify for \$8 Promo Shipping.

Sale items (if applicable)

Only regular priced items may be refunded, Sale items cannot be refunded or returned. Sales and Promotions apply to In-Stock Items Only. Online Sales are for Online Orders Only.

Wholesale or Tax-Exempt Order

Minimum Wholesale or Tax-Exempt Order Value: \$1,500. Please call with Tax Information and instructions before placing order. Tax Exempt and Wholesale Orders are Non-Refundable once received by Customer.

Shipping

To return your product, you should mail your product to:

Javva Junkkie's Fluff & Stuff

ATTN: RETURNS

20008 Canyon Drive

Granite Falls, WA 98252

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost we paid to originally ship your order will not be refunded.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.