

Policies

Thank you for shopping with us at buttercupcharlotte.net. You are very important to us and we appreciate your business. Please review our policies prior to making your purchase. If you have any questions please call us at 704-332-5329 to speak with a sales associate. Our hours are Tuesday - Saturday 9:30 - 5:30. You can also email us anytime at buttercupcharlotte@gmail.com.

Privacy

We assure you that all personal information submitted to us via buttercupcharlotte.net is kept secure and confidential and is not shared with third-party companies. We may contact you via email from time to time to alert you of special sales and promotions.

Ordering

All orders go into production immediately and cannot be changed

Payment will be obtained at the time the order is placed.

Shipping

We ship purchases via UPS Ground Service. Please allow 6-8 business days from the date of confirmation of receipt of your order for delivery of in-stock items. In case the item is out of stock or if there is any other cause of delay we will notify you by email providing you with an estimated delivery time.

Shipping is a flat fee of \$12.95.

We only ship to the 48 continental states.

We do not ship to P. O. boxes.

We DO NOT ship on Saturday, Sunday, or Monday and orders placed after 3:00 p.m. on Friday will be process on Tuesday.

Returns and Exchanges

All personalized items are NON-RETURNABLE.

If you are not pleased for any reason with your purchase of a non-personalized item you may return the item within 14 days of delivery and exchange it for a Buttercup credit or you may exchange the item. Returned items must be in new condition with the original packaging and tags.

Holiday merchandise items are FINAL SALE.

Stationery Orders

Proofs

We will provide an electronic proof within 24 hours of request at no charge. Orders placed Saturday - Monday will be processed on Tuesday.

After proof approval your order will ship within 4-5 business days.

Orders placed will be available in format and typestyle as shown. Any variation requiring additional proofs will incur a \$25.00 charge.

No cancellation or refunds

Corrections

We work hard to ensure there are no errors; if there are and are the fault of The Buttercup, we will re-print at no charge to you within 3 business days.

Any errors by the customer at the original rate and production schedule.