

## Shipping

All orders will be filled within 24 hours Monday 9am PST through Friday 5pm PST.  
Orders placed on the weekend (after 5pm Friday, Saturday & Sunday) will be fulfilled on Monday.  
If there is a question or concern regarding your order, **please email:** [info@materialjill.com](mailto:info@materialjill.com)

### Handmade Costumes & Plush:

All items in the Handmade Shop ship FREE in the USA!  
No international shipping is available at this time.

### Car Seat Cuties™ :

All Car Seat Cuties™ have two shipping options.  
Shipping will be paid calculated by the seller at the time of purchase.  
If an item is lost during shipping, the total cost of the item including shipping, will be refunded to the buyer by the seller.  
If an item is damaged during shipping, seller will not be held responsible.

No international shipping is available at this time.

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## Payment

All payments are due upon completion of order.  
If a payment is not received or the payment method is declined the order will not be placed for the products and no items will be shipped.  
The buyer forfeits the ownership of any items due to non-payment.

**We accept these major credit cards:** Visa, Mastercard, Discover, and American Express.

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## Cancellation

An order may be cancelled up until item ships.  
Once the order is marked shipped, it is enroute to you & it cannot be cancelled.

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# Refund & Return Policy

We sincerely hope you are happy with your purchase from our Shop!

## Handmade Costumes & Plush:

The majority of the products in our handmade Shop are made to order. Because of the time spent crafting & making your item, each item will be reviewed individually depending on the order. There will be NO returns no Custom orders.

In order for a refund or exchange to be considered, please contact the shop at [info@materialjill.com](mailto:info@materialjill.com) with any questions or concerns within 5 days of delivery receipt.

Buyers are responsible for return shipping costs. If the item is not returned in its original condition, the buyer is responsible for any loss in value.

## Car Seat Cuties™ :

We offer a 100% satisfaction guarantee on this product!  
100% Money Back Guarantee.  
If this product does not 100% satisfy your needs, please just let us know!

Please contact us at [info@materialjill.com](mailto:info@materialjill.com) We gladly accept returns and exchanges. Please contact us, within 10 days of delivery receipt. In order for a refund to be considered, please ship items back within 12 days of delivery.

Buyers are responsible for return shipping costs. If the item is not returned in its original condition, the buyer is responsible for any loss in value.

If an item is lost during shipping, the total cost of the item including shipping, will be refunded to the buyer by the seller. If an item is damaged during shipping, seller will not be held responsible.

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## Contact Us

1941 1<sup>st</sup> Ave South, Suite 3F  
Seattle WA 98134  
[info@materialjill.com](mailto:info@materialjill.com)

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These billing terms and conditions are subject to change. Your use of this website and placement of an order indicates you are in agreement with these billing terms and conditions.