

Shipping

All orders will be filled within 24 hours Monday 9am PST through Friday 4pm PST.
Orders placed on the weekend (after 5pm PST Friday, Saturday & Sunday) will be fulfilled on Monday.
If there is a question or concern regarding your order, **please email:** info@materialjill.com

All items ship FREE ground shipping via USPS within the USA!

Payment

All payments are due upon completion of order.
If payment is not received or the payment method is declined the order will not be completed and items will not be shipped.
The buyer forfeits the ownership of any items due to non-payment.

We accept the following major credit cards:

Visa, Mastercard, Discover, and American Express. Also Paypal & Amazon Pay.

Cancellation

An order may be canceled up until the item ships.
Once an order is marked as shipped, it is enroute to you and cannot be canceled.

Refund & Return Policy

We sincerely hope you are happy with your purchase from our Shop!
We offer a 100% money back satisfaction guarantee on our products!
If any product does not fully satisfy your needs, please just let us know.

In order for a refund or exchange to be considered, please contact us at info@materialjill.com with any questions or concerns within 5 days of receiving your item.

Customers are responsible for any and all return shipping costs.
If the item is not returned in its original condition, the customer 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 customer by the seller.
If an item is damaged during shipping, the seller will not be held responsible.

If an item is being returned due to buyer's remorse, shipping charges will be paid for by the customer.

Contact Us

MaterialJill
3911 S Yakima Ave
Tacoma WA 98418-5023
info@materialjill.com

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.