



# Policies and General Information

## Order Processing

Whenever possible, we will ship orders within 3 business days of order receipt, excluding weekends and holidays.  
If we are Out of Stock on an item, we will usually ship the other item(s) on the order, and Backorder any out of stock items.  
Backordered items will automatically be shipped as soon as new product is received in inventory to satisfy the order.  
If you do not want us to Backorder items, please state so on your order.  
Please plan accordingly when ordering, to allow sufficient time to meet schedules or deadlines.

## Color Specification

Please be sure to provide your color specifications when ordering. Shades of colors may vary with new lots of Feathers, Beads, Cloth, etc.  
Always try to anticipate your needs, and order enough of any color to complete your specific project needs.

## Substitutions

If we are out of stock on an item or color, we may substitute as closely as possible.  
If not satisfied, you may return substitutions for exchange or refund. (See **Returns** Policy below.)  
If you wish No Substitutions be made, please state so on your order.

## Remittance

Please be sure to include full remittance with your order. Personal checks and Money Orders are to be made payable to Grey Owl Indian Crafts.  
All funds must be in US dollars only. Orders received with insufficient funds to cover all product and S&H charges will be returned.  
For your own protection, **DO NOT SEND CASH**. The Post Office is not responsible for cash mailed, unless sent via registered mail.  
Credit Cards - we accept Visa, Mastercard, American Express and Discover.

## Check your order

Upon receipt of your order, verify Catalog Number(s), Prices, Price Extensions and Totals.  
Always advise us immediately of any discrepancies. The more time that elapses, the more difficult it is to research a situation.  
Should you have a problem or question regarding your order, please contact us via Phone or Email immediately.  
We will attempt to correct any problems, or arrange for return shipment.

## Returns or Inquiries

ALL RETURNS must be authorized in advance. **Unauthorized returns will be refused.**  
NO RETURNS or EXCHANGES after 30 days. NO RETURNS or EXCHANGES on Custom Made Items, Special Order Items or Cut Materials.  
NO RETURNS or EXCHANGES on BOOKS, MUSIC or VIDEOS. Returns may be subject to a 15% restocking fee.

## Open Accounts

Open Term accounts are only extended to rated firms who can provide Business and Banking references.  
Credit must be approved before Open Terms orders will be processed.  
Terms are NET 30 Days, FOB Factory (actual S&H costs will be billed on invoices, subject to a minimum of \$8.00).  
Interest on Past Due accounts is 18% annually, subject to change. There is a \$10.00 Service Charge on all invoices under \$30.00.

## Price Increases - Errors - Changes in Terms

We reserve the right to change prices and terms, with or without notice.  
If your order has substantial increases, we will contact you in advance of processing.  
**WE ARE NOT RESPONSIBLE for TYPOGRAPHICAL ERRORS or OMISSIONS.**

**We reserve the right to change or modify the components of any Kit, should any item(s) not be available.**  
**We guarantee that any such changes will in no way lessen the the quality of the finished product, or hinder it's use.**

## Shipping and Handling - ALL orders are subject to our standard Shipping & Handling fee's.

Whenever possible, we will ship via the most economical method, based on the weight, size and value of the products involved.  
Please use your complete address, including Apartment, Lot or Unit number, when applicable. number.

**If your address is RR, RFD or RD number, also include the Route or Highway**

### Standard UPS Ground/USPS Priority Mail:

Order total \$1.00 - \$75.00	\$8.00
Order total \$76.00 - \$100.00	\$10.00
Order total \$101.00 - \$150.00	\$15.00
Order total \$151.00 - \$250.00	\$20.00
Order total over \$251.00	\$25.00

Shipments weighing 6 lbs or greater will be charged Actual freight charges, if they exceed above standard averaged prices.

### Expedited Shipping (in addition to Standard fee's):

Next Day Air - add \$20.00
2nd Day Air - add \$15.00
3 Day Select - add \$9.00

Additional charges may apply to expedited service shipments, as Air Service costs are based on **Weight and Size** of packages.