

Our bulk shipping service includes the following...

- Individually packaging each shipment.
- Correctly labeling each shipment package with the address label.
- Getting all ordered items delivered to the individual shipping carrier on time.
- Sending you a spreadsheet of all shipping carrier tracking numbers.

Kustom Imprints' responsibility for your items will cease once they leave our facility and have been securely transferred over to the possession of the shipping carrier.

- Kustom Imprints is not responsible for any unforeseen shipping delays from the shipping carrier.
- Kustom Imprints is not responsible for packages lost, damaged, stolen or mis-delivered.
- The client (not Kustom Imprints) is the active party that must follow-up with the shipping carrier for any adjusted delivery dates, adjusted delivery locations, or any potential refunds because of missing or damaged items. The client will be responsible for any added fees a shipping carrier may charge if changes are required.

Our bulk shipping service is US only.

Our bulk shipping is only for domestic / USA - 50 states addresses only. We can additionally ship to Canada or Mexico, but there is an added cost for the shipping and other special documentation required. Please contact us for additional costs of shipping outside the USA.

Always order early so we can ship your packages out early.

Shipping delays can happen for a variety of reasons. The best practice to ensure on-time deliveries is ordering the items well ahead of necessary ship deadlines. Estimated shipping timelines are just estimations only. Inclement weather and other unforeseen circumstances may affect shipping times.

Please note your shipment may take an extra transit day if the shipment falls during one of these nationally recognized holidays:

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| New Year's Day | Columbus Day (USPS Holiday) |
| Martin Luther King, Jr. Birthday (USPS Holiday) | Labor Day |
| Presidents Day (USPS Holiday) | Veterans Day |
| Memorial Day | Thanksgiving |
| Independence Day | Christmas |

On the occasion when a previously shipped package is returned to our facility from the shipping carrier, we will take one of the following actions...

- If the package was incorrectly addressed from our company or the return was a result of our own error, we will immediately re-ship the item without delay and without any additional costs to you.
- If the package was correctly addressed by our company from your supplied data, but not an actual valid address or an incomplete address (ie. Apartment or Suite # missing) – then you will be notified about the returned shipment. You will have the opportunity to have us re-ship the item. The additional shipping cost for the second shipment will be invoiced on a separate invoice.