

Customer Policy

CLASSSCENE CUSTOMER SATISFACTION POLICY

For merchandise ordered from the ClassScene School Store

Delivery

Retail orders are shipped within 7-10 days of placement. Each product is custom-made and therefore orders with multiple products can arrive in separate packages on different days. Once the order has been processed, delivery time will depend upon the method of shipment you select for your order.

Please be sure that your credit or debit card billing information is entered correctly. Mistakes in billing information and insufficient funds on debit cards account for most of the delays in shipping products.

Cancellation Policy

You may cancel or change your order within 24 hours of placement by sending an email to ClassScene Customer Service at support@classscene.com

Please place "Cancel Order" or "Change Order" and your order number in the subject line field. If you are canceling your order, you can either receive a credit towards a future purchase or we will refund your card. Please let us know which you would prefer.

Return and Refund Policy

We guarantee our products against any defects in materials or workmanship. Any defects will be replaced at no charge. If we made a mistake, we will replace your item or refund your money. Simply contact Customer Support within seven (7) days of receiving your order and we will process your refund or exchange.

If an item is received damaged, we will correct the mistake with no further charge to you or provide a refund within 30 days of receipt of your return. Items received damaged must be returned with the original packaging.

Items returned for exchange or refund must be received by our Returns Department within 45 days of your original order date, and must have a copy of the original invoice or order confirmation included in the shipment. Returns should be sent to the following address:

ClassScene
Attn: Returns Department
903 E. 104th Street, Suite 700
Kansas City, MO 64131

Requests for exchange or refund that are received more than 45 days after the original order date will not be processed.

ClassScene shall not be responsible for items returned that are lost or damaged in transit. Postage and handling charges related to the exchange or return of defective products will be reimbursed at our discretion.

Because these are custom-made items, we cannot accept returns or exchanges for incorrect sizes ordered or the result of incorrect information entered during the order process.

Bulk Orders are customized and non-returnable. As always we will accept returns for damaged or misprinted goods.

Bulk Ordering

We offer discount pricing for bulk orders of \$500 or more. Just call 877-723-6344 and a ClassScene team member will work with you to give you the best pricing possible.

Shipping Policy

Shipping charges are based on the actual weight of items ordered, and will be displayed in your shopping cart. Shipping charges may be different between apparel and print items.

ClassScene currently does not ship outside the U.S.

Shipping Rates

Apparel Shipping Rates

Shipping Method	First Item	Each Additional Item
Ground 4-7 days	\$6.95	\$0.50
2nd Day	\$17.45	\$1.00
Overnight	\$22.45	\$2.00

Our print items are manufactured and fulfilled at various locations around the U.S. Depending on the type(s) of products that you order, this may affect the total shipping cost, and you may receive your purchases in multiple shipments.

Shipping charges will always be shown on the shipping and billing information page during checkout prior to the completion of the order process.

All costs listed are in U.S. dollars. ClassScene currently does not ship outside the U.S.

Tax Policy

Items sold by ClassScene and shipped to destinations in Missouri are subject to and charged sales tax. Sales tax will also be charged if an item is shipping from the same state as the ship-to destination.