

Terms and Conditions

If you visit, shop or otherwise communicate with our digital site itemmagazine.org or itemmag.com then these are our terms and conditions that you agree to as our customer. Please read our terms and conditions carefully.

ITEM Magazine will not be responsible for...

1. Customer's errors when placing orders, such as typographical errors or quantity errors made by the customer. Customers should always check their spelling and quantity of each product they order prior to checking out. We package orders exactly as we receive them. Any and all corrections must be made by the customer before the order is submitted.
2. Customer's failure to provide us with the accurate shipping information may result in further delays of receiving your product. Please make sure to double check your shipping address when finalizing your order. It is the customer's sole responsibility to verify that all order information is correct before purchase.
3. For some reason that the package fails to reach the customer at the address they selected at checkout, it falls on the responsibility of delivery service (United States Postal Service, UPS, or FedEx). Once the package leaves our hands, we at ITEM Magazine, have no control over the delivery services loss of, mishandling, or damaging of items. *All orders leave in perfect condition after packaging is thoroughly inspected. We package orders with USPS, UPS, or FedEx packaging materials. If an item is delivered damaged it is the responsibility of the selected delivery service, as noted above.
4. Improper installation of products by customer. ITEM Magazine is not responsible for any incorrectly applied products. It is the sole responsibility of the customer to use our products as they are intended.

Shipping Policy

Freight Prices are in REAL TIME. Orders shipped to the US arrive within 3-7 business days. Orders Ship Worldwide.

USPS Real Time shipping rates at checkout, otherwise default flat rate shipping in USA for standard dimensions is 7.95 (*excluding large items, such as: frames, sculptures, etc.)

UPS 3 Day Free on all order \$200 or more, always. (Use "FREE3DAY" coupon code at checkout)

Apply any coupons at checkout, before submission.

FedEx services upon request, there may be additional charges.

*International shipping may be subject to \$25 fee to cover all agency, freight, shipping and handling, extra packaging, duty and taxes, etc. Please contact us directly if your country is not listed under our shipping choices, and we will see if we can get you our product as soon as possible. Please allow more time for international shipping.

Return & Exchange Policy

All products purchased are made in limited quantity batches. Therefore any returns and exchanges can be made within the first 14 days of product shipping date for a full refund of product, so long as the product is returned in its original packaging, in original product condition. There is a return processing fee of \$5.95 that is deducted from your total refunded amount of purchase. Returns can take two to seven business days to process and return funds back to you (with the exception of rare cases: holiday freight delays, fraud investigations, international transactions etc.)

If you fail to contact us to process a return within our 14 day time-frame, you the customer, understand that all sales are otherwise considered final.

Some products may already be marked final sale prior to checkout, due to their limitations and/or because of possible high shipping rates for product dimensions. Whatever the case, items marked final sale are final sale.

When will my order ship?

If your order is placed by 5:00pm Monday - Friday, it will ship out the next business day. Orders placed on Sunday usually ship out on Monday, Tuesday at the latest if holiday weekend.

How do I check my order status?

When your order has shipped, we will send you an email notifying you, including the tracking numbers for each package. If you have any additional order questions after this confirmation, please do not hesitate to contact us at anytime: itemmagazine@gmail.com

Order Cancellation***Can I make any changes to what I ordered?***

Yes. However due to our prompt shipping services, any changes in product must be made within one hour of your order, otherwise it may take additional return time and additional fees to process any exchanges.

How do I contact customer service?

If you have any questions regarding your order, or if you would like to share any comments or feedback with us, send us a detailed email with your name, order information and detailed issue at itemmagazine@gmail.com and we will address the communication in respects to the order of priority.

Warranty

We cannot offer any warranty on our limited products to our customers. We do however offer our customers a "Notification of Authenticity" with every non-promotional product they order. This ensures that every customer receives a limited batch numbered product.

We use top of the line materials from all of our sustainable product manufacturers. All of our products are individually inspected before they are packaged and shipped to you. If you feel that an error has been made, you must notify ITEM Magazine within 7 business days of receiving the order. We will investigate all orders according to our policies and at our discretion, in the priority in which they are received via email.

*The customer acknowledges that no warranty is provided in connection with any of the products or services described by ITEM Magazine.

Communication

When you visit www.itemmag.com or www.itemmagazine.org or send and receive e-mails with us, you are communicating with Item Magazine electronically. You consent to receive communications from us electronically. We will communicate with you by e-mail or by posting additional notices on this site. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement of writing. *For example, if you choose to sign up to receive notifications from us, you will receive (all but not limited too) updates, coupons, pre-order sales, access to promotional products specials, etc. Other than the essential customer information needed to conduct all transactions, we do not collect your information (unless fraudulent activity or an investigation into an order has occurred will we place further inquiry.) We do collect your name and email upon store transactions, which could be used to contact you in the future, in which you can unsubscribe to our communication at anytime. Other than in the instance of secure processes of the payment/refund through Square and/or PayPal, we do not collect and share your information. We use these hassle free secure services to help better protect our customers information and privacy, throughout the entire checkout process. Please refer to Square or PayPal if you require further information on their individual Privacy Policies.

*We strive to help protect and respect our customers privacy, first in ordinance with California state law, and then under the United States of America and International regulations and procedures of ethical e-commerce practices. If and when we make any changes to our privacy policies, we will inform all customers that sign up with us on our preferred email list.

If there are any issues pertaining to an order that do not allow the order to be processed in an orderly fashion, the order will be placed on hold, pending the customers response. If no response is received from the customer within 3 days, consider that any attempted to transact for any particular products, becomes null and void- crediting back any of the original customer funds back to the original form of payment, if any. *If the customer wishes to have a refund of their payment such as stated above, a refund may be given in accordance listed in our Policies and Terms and Conditions.

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Pricing Policy

All prices are listed in U.S. dollars. We do not have a currency converter on our site, but Google provides this service, free of charge. Items in your shopping cart will always reflect their most recent price. Some discounts and special offers are for a limited time only, and can be added during those periods.

While it is rare, there can be errors when ordering online. If an error does occur in the system due to circumstances out of our control, there may be a balance or credit due based on the determination of the error. It is the customers sole responsibility to ensure that all transactions are correct upon receiving an order confirmation. If the issue arises please contact us at Itemmagazine@gmail.com so we can investigate into the matter immediately.

*International postage may affect pricing. Please refer to shipping policy for more information.

