

# Pioneer Heritage

## Terms of Service

Please read our detailed [Terms of Service](#) below, this policy can change without notice, and any updates to this policy will have a 'date modified' notation.

Here at Pioneer Heritage Shoppe we value our customers, we stand behind our products and want you to be satisfied with them. Our philosophy is to offer a high quality product, personalized service and treat our customers in a fair and reasonable manner; we hope you will be fair and reasonable with us as well.

**Terms:** Pioneer Heritage Shoppe is a small family owned business devoted to offering quality custom handmade-to-order and one of a kind gifts. When placing online orders you will be asked to check the box indicating that you have agreed to our [terms of service](#). Please be aware that all orders placed by any method are agreeing to our terms.

### Returns/Cancelations/Restock Fees

As a small business we offer limited returns, but we do try to make it as hassle free as possible.

1 All currently stocked yarn or needles are returnable within 5 days of receipt for exchange or in-store credit, but only with PRIOR AUTHORIZATION. Please contact us for a return authorization number and provide us with the reason for returning. All addi needles are backed by a lifetime warranty and we will gladly handle your warranty claim for you. Please retain your original receipt.

2 All flowers, knitting and other handmade items are considered custom 'made to order' and we offer no refunds or returns on any custom order. If your order arrives damaged we will gladly replace it. Please follow any instructions we send you regarding replacement of damaged merchandise.

3 Once an order is pending shipment or has shipped, it is non-cancelable. No cancellations are accepted on made-to-order, custom, or special orders.

4, Restock fees: No one likes them, least of all us. You will never be charged a restock fee if you receive an incorrect product, or if you choose to exchange for a different color/size. However, there will be a 20% re-sock fee for all "authorized" returned merchandise (excluding exchanges as noted). Any return that has been made without prior authorization will be assessed a 30% restock fee. Any product that is returned that is not allowed to be returned will receive no credit at all. You will need to make arrangements to have the product sent back at your expense within 48 hours of the return, after that we are not liable for your merchandise.

**Please do NOT return closeout or other merchandise where we clearly state "all sales final".**

Please contact us if you have questions.

Mistakes happen and if we make one we will fix it! If for any reason we send you the wrong product please let us know so we can make it right. Otherwise all shipping for returns and exchanges are paid by the buyer. If you are returning an order that was shipped out under 'free shipping terms' the fees we paid for shipping will be deducted from your refund.

## Shipping

We ask that you provide a physical address even if you have a US Post Box. We ship orders the most efficient method based on the product you order, and the carrier we chose to ship from may require a physical address. All shipping fees are paid by the buyer unless otherwise noted.

- **FREE SHIPPING** is available on qualifying orders within the continuous USA. Typically these exclude closeout and custom merchandise unless otherwise noted. Qualifying values change from time to time, so please look at the top of the website for the current promotions.

**Details:** Our free shipping policy is limited to current promotions that are listed at the top of the website, these change from time to time, so please check restrictions. Any order placed that falls under the minimum qualifying order will be charged shipping rates at the flat rate, or oversized rates listed below. Any made-to-order product that states 'ships free' on the ordering page, will ship free as long as your order meets the value minimum [ex: If free shipping minimum is \$99.00 and your order is less than this minimum, you will not receive free shipping, if it meets this minimum you will receive free shipping].

**Other exclusions:** Unless otherwise noted all items listed under "flowers" do not qualify for free shipping. There are some products that state 'ships free' on the ordering page, and they will ship free as long as your order meets the value minimum under the terms listed in our policy.

- Flat Rate shipping fee, (see current online rate for up to 5 lbs) is offered on all other purchases that fall below the qualifying amount for free shipping. Large packages do not qualify flat rate service. Rates are calculated based upon package dimensions, so rates may vary. (Typically for larger packages of florals). If your package weighs more than 5 lbs, you will be charged based on the actual weight. Any changes will be reflected on your final invoice.
- Pattern Leaflets will be charged a flat \$5.00 fee (up to 13 oz) anything over this will be charged actual shipping rates based upon weight. We will make these adjustments on your final invoice.
- Additional fees will apply on international and over weight shipments as well as shipments that fall outside the continuous USA. These rates are based on current rates for your location and package weight/dimensions.
- Need it faster? Select your preferred shipping speed to receive your order faster. Please keep in mind all custom products will ship once they are ready (timelines are noted on the product pages). We will notify you of any shipping delays for express service requests. If you need it by a specific day we recommend calling for verification. Overnight service may not be available, so please contact us.
- Insurance - all shipments carry the standard insurance rate of \$50.00 for USPS and \$100.00 for other carriers. International shipments are fully insured for the value of the order. If you wish to add extra insurance to your order, please note this in the shopping cart comments box. [Pioneer Heritage Shoppe](#) is not liable for any loss that exceeds the covered amount of the shipment.

## Ordering

Please follow the details on the ordering pages for specific ordering of merchandise. The bulleted items listed below are new as of December 2018.

- Minimum orders: Some select items in the store now have a minimum order. These are noted on individual ordering pages, so no surprises at checkout.
- International orders: All international orders must meet a minimum \$50.00 purchase before your order can be processed.

**International Shipping Fees:** All Canadian and international orders are shipped standard ground service or the least costly express service depending upon your location. Please email us for a shipping quote if desired. Shipping fees will be adjusted on your final invoice. Some areas of the USA such as VI and PR will be assessed the same fees as international orders, we apologize for any inconvenience this creates for you. All shipments are insured for your protection for the full value and is calculated into the cost of shipping. There is no overnight service available. All international shipments are assessed a \$5.00 processing fee for address verification.

**Shipping Notifications:** If you have provided us with an email address you will receive an **automated shipping notification** with tracking details. While most USPS first class mail shipments will offer tracking, some may not have this option. If you have an invalid email address, or strong spam filters you may not receive this notification. You will need to check your spam folder, or contact us for these details.

Shipping address errors: We ship your orders to the address you provide us. If you think you gave us the incorrect address please contact us immediately, so we can make corrections prior to shipping. This will save you costly delays and charges for carrier return/pickup fees for shipping address errors. Any shipment that we need to trace and have returned because of an address error will be charged these fees. These are charged by the shipping carrier, so unfortunately we need to pass those on to the customer. If the error is ours, you will not be assessed any fees.

## Order Confirmation-Delivery

You will receive one automated email order confirmation from us with your order details and order number. Once your order has shipped you will receive an email with tracking details. However if there are questions about your order we need clarified we will attempt to communicate via email, so please check your email or spam folder. We recommend adding "sales@pioneerheritageshoppe.com" to your address book.

Delivery times, of made to order items, are listed on the order pages. Most orders will ship out within 1-7 days of placing the order. Custom made to order products will take longer and are noted on the ordering pages. Please allow extra time during the busy holiday months.

Order Questions: If you have questions about where your order is, please contact us. We are happy to assist you with tracking and delivery timelines. Please keep in mind, that we cannot call international, or blocked phone numbers. Email is a good option for communications, but if you prefer a return phone call, these are the limitations.

Local Pickup: If you are in the area, and prefer to pick up your order, please contact us to make arrangements.

Combined shipping: We will endeavor to reduce your shipping fees by combining your order, so everything goes out in one package. However, some items simply cannot be shipped together. Please contact us if you have concerns about this, otherwise the general rule would be that wreaths and fragile items will ship separately.

Backorders: If an item is backordered we will contact you and let you know. You will be given the option to have the order held until the backorder arrives, or cancel the backorder. If you opt to have some of your order shipped prior to the backordered item arriving, there will be a separate shipping cost. Some backordered or out of stock items arrive within 2 weeks, so some delays are very short. Most backordered, or out of stock products generally ship within 1-2 weeks of placing the order, so we would simply ship the completed order to save you money.

## **Damage Claims**

We gladly handle all damage claims. We ask that you contact us with the following information via email. We cannot accept this by phone, we must have a paper trail.

1. Your contact information.
2. The order number, product description, tracking number and date the package arrived.
3. A detailed description of the damage and photos. (We are required to submit this information in order to process the claim).

The more details you provide the better we can assist you. If your order was shipped via USPS, they will most likely need you to take the damaged merchandise to the nearest Post Office to file a claim. UPS generally makes arrangements to pick up the merchandise for evaluation. It is imperative that you retain all packaging for all claims. Once the claim is settled we will issue a refund or replacement whichever the case may be. If you wish to have an immediate replacement while the claim is being processed, please place a new order for the merchandise with the understanding that you will receive a credit once the claim has been settled.

## **Privacy - Payments**

- Here at [Pioneer Heritage Shoppe](#) your privacy is very important to us. Your credit card purchases are secure and your information is always kept private! We comply with all credit card company policies to protect your privacy and credit card fraud.
- We value your privacy and we will never give, sell, or otherwise transfer email addresses, or other personal information to anyone outside of [Pioneer Heritage Shoppe](#). The only exception to this policy is if you use our website to commit fraud.
- For Security all your credit card information is processed directly through our credit card terminal here in our store. Online order information is encrypted and sent via SSL secure transmission, the latest and most secure technology available.
- No Credit Card information is maintained 60 days after the sale. We only keep this information to assist in returns/exchange, or refunds.
- Here at [Pioneer Heritage Shoppe](#) you can shop with ease knowing that all personal and account information you provide will be used solely for collecting or crediting payment, and shipping your order.
- We accept Visa, MasterCard, American Express and Discover credit and debit cards.
- We do accept mail orders with a money order or certified check only. All orders will be held for a minimum of 2 weeks until the check clears.
- For security you will be asked to provide the credit card CVV code.
- All charges are processed manually in our store, so your order is not final until

we review it and process it.

- All orders undergo a fraud check.
- Disputes are settled in the state of North Dakota in accordance with North Dakota laws. We will gladly work with you to resolve any issues, so we do ask that you give us the opportunity to do so.

Where to find us:

[www.pioneerheritageshoppe.com](http://www.pioneerheritageshoppe.com)

If you wish to mail your order, **please contact us first** to verify shipping fees and availability.

Mail orders to:

Pioneer Heritage Shoppe

P.O. Box 68

Fairdale, ND 58229

Call: 701.256.0361 (Phone Hours: 10 AM - 4:30 PM CST)

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