

Terms and Conditions

F.O.B. POINT - Saint Cloud, Florida

SALES CATALOGS and ORDER FORMS - Giftstone prints a limited number of these catalogs each year. Please visit our website at www.giftstone.net to view the latest version of this catalog with our newest products and to download additional orderforms.

PMS MATCHING - We use full color digital printing on natural stone and porcelain that have slight color variations to them. Therefore, print coloring will vary from order to order and even from stone to stone within the same order. An exact color match or previous order stone shade match cannot be guaranteed. If you want custom artwork printed, contact us for setup fees and details.

DESIGN SERVICE - If you need help creating artwork, we offer graphic design services to customize your imprinted items. Contact us for rates.

SHIPPING - Our ONLY carrier is UPS. All orders will be shipped UPS and billed as such. A \$5 processing fee will be charged to ship on your UPS account number.

RETURNS or DEFECTS - You should inspect your order upon delivery. If any of the stones are damaged or misprinted, we MUST BE NOTIFIED within 48 hours of delivery by email to returns@giftstone.net. Please attach digital pictures of the damaged stones. All damaged items will be replaced with THE EXACT SAME image and stone type ONLY, not with product credit. There are NO REFUNDS on purchases.

PRODUCTION TIME - Standard production time is 6-8 business days from the date of Order and/or payment approval. For order quantities beyond 250 pieces, production time may be extended to 12-14 days.

RUSH SERVICE FEE - Rush service is available, schedule permitting. Rush fees may apply. Please call for details.

PAYMENT TERMS - Pre-payment is required on all purchases and is processed at the time the order goes into production. We accept payment via ACH (Electronic funds transfer) wire transfer, check, American Express, Visa, MasterCard and PayPal.