



## Shipping and Returns Information

Most orders ship within 24 hours (provided they are in stock and are not customized or drop-shipped) we do not ship orders out on Saturday or Sunday. Standard shipping can take up to 10 business days to receive.

On Next Business Day and Second Business Day orders, if your items are in stock, there is no customization, and your order is received no later than 1:00 p.m. CST (Monday-Friday) your order will be shipped that same day. If your order is received on a weekend or after 1:00 p.m. CST, it will not be shipped until the next business day.

Shipping charges are calculated according to the total on your order and which of our three services you choose. Items ordered through USMCMASCOT.COM are shipped UPS, FedEx or USPS. A street address is required for delivery. **Shipping rates for Alaska and Hawaii and International shipping rates will vary from those listed below.**

<i>Order Total</i>	<i>Standard Shipping</i>	<i>2nd Day Shipping</i>	<i>Next Day Shipping</i>
<i>\$20.00 or less</i>	<i>\$5.95</i>	<i>\$17.95</i>	<i>\$35.00</i>
<i>\$20.01-\$40.00</i>	<i>\$8.95</i>	<i>\$20.95</i>	<i>\$38.00</i>
<i>\$40.01-\$100.00</i>	<i>\$10.95</i>	<i>\$22.95</i>	<i>\$40.00</i>
<i>\$100.01-\$299.00</i>	<i>\$12.95</i>	<i>\$24.95</i>	<i>\$42.00</i>
<i>\$300.00 and up</i>	<i>\$15.95</i>	<i>\$27.95</i>	<i>\$45.00</i>

**Some items may be subject to a surcharge if they are too large or bulky to be accommodated by our standard shipping charges.**

**Shipping rates for Alaska, Hawaii and International will differ from those above.**

### Next Business Day - UPS

If you choose to have your order shipped via Puss's next Business Day Air Service you should expect to have your order on the next business day. This is provided you have placed your order before 1 p.m. CST and your items are in stock. For example: If you place your order on Friday @ 1:00 p.m. CST and request Next Business Day shipping, you should expect to receive your order the following Monday. If you place your order at 1:01 p.m. on a Friday and request Next Business Day, you should expect to receive your order on the following Tuesday. **Orders with personalized items will ship AFTER the customization of the products is completed.**

### 2nd Business Day - UPS

If you choose to have your order shipped via Puss's 2nd Business Day Air Service you should expect to have your order on the 2nd business day. This is provided you have placed your order before 1 p.m. CST and your items are in stock. For example: If you place your order on Thursday @ 1:00 p.m. CST and request 2nd Business Day shipping, you should expect to receive your order the following Monday. If you place your order at 1:01 p.m. on a Thursday and request 2nd Business Day, you should expect to receive your order on the following Tuesday. **Orders with personalized items will ship AFTER the customization of the products is completed.**

### Returns and Refunds

We want you to be completely satisfied with the products you order. If you are not satisfied with your order, call customer service at 901-650-4660 for instructions on returning the item OR simply send the product back to Perkins Productions, 111 S. Highland Suite 389, Memphis, TN 38111. Please include a note. Be sure to specify the person's name and zip code the product was ordered under and if you would like to refund or exchange the item. The merchandise must be returned within thirty (30) calendar days of purchase; and must be in its original, unused condition unless there is a manufacturer's defect. We recommend that you insure the package and ship via a traceable method. No refunds are given on shipping and handling charges. Personalized items cannot be returned. Give us a call if you have any questions.