

Center for Sacred Studies Online Store Terms & Conditions

Last updated: October 10, 2019

Delivery & Shipping Method:

The large majority of orders are shipped within 3 working days of the order and delivered in 4 to 7 working days from shipping. However, in some cases, particularly for stone, metal and wood art items, we may take longer, to ship the order and the same will be reflected in the delivery time against that item. We ship on weekdays (Monday through Saturday except for Wednesday) excluding public holidays. With each and every order, you will receive an email containing the details of the order placed by you. Don't accept if the packet is open or damaged. If you find it is damaged after receiving the packet or any other complaints please intimate us within 24 hours.

Shipping charges:

For most products in our range "Regular" shipping charges shall apply. However, for some large, fragile or high-value stone art items, special rates may be applicable, which shall be included in the shipping charges itself.

- Dimensions are indicative and minor differences are possible.
- Prices are subject to change due to currency fluctuation.

Free Shipping – not valid on Stone Art, Furniture and specific Metal Art products that require special handling

- Items offered are subject to availability. Your browser may not support display of this image.
- The actual colors/finishes of handcrafted products may marginally vary from the online display. Your browser may not support display of this image.
- Hand-made items are susceptible to slight variations in size. Dimensions are indicative and minor differences are possible.
- Prices are subject to change due to currency fluctuation.

"We as a merchant shall be under no liability whatsoever in respect of any loss or damage arising directly or indirectly out of the decline of authorization for any Transaction, on Account of the Cardholder having exceeded the preset limit mutually agreed by us with our acquiring bank from time to time".

Returns

Center for Sacred Studies Online Store wants to make sure that you are completely satisfied with your purchase. Center for Sacred Studies Online Store manufactures, procures and packages items with certain care and involvement. Even during this process some items can be damaged or may have defects. We appreciate your understanding of looking at the Center for Sacred Studies Online Store as not just a regular store but also an outlet that works to support various outreach projects in the local community and the world. We will take the time to review your concerns on a case-by-case basis. Below are some general guidelines that we have created to help with your returns.

- If for any reason you are not completely satisfied with your order, you may return your unused article within seven (7) days from the date of delivery. Please make sure that items are unused, unworn, not damaged and in its original packing.
- Returns and exchanges can be made once all of the items have been delivered back to Center for Sacred Studies Online Store. Please include a copy of your receipt with your returned item(s)
- For your security, please return your item with an insured courier.

We will process your refund within 7-10 days of receiving your returned item. Ship returns to: Center for Sacred Studies Online Store, 13550 Church Street, Guerneville, CA U.S. 95446
Store: (707) 604-7362

Damaged Packages

Please report damaged packages to the Center for Sacred Studies Online Store immediately on the date of receipt. You can support it with a photo. We will do our best to help resolve any issues. If you need to send an item back due to a shipping error on our behalf, please re-pack the item in its original packaging and contact Center for Sacred Studies Online Store by email at css.valeriehausman@gmail.com or call us at: (707) 604-7362.

Change or Cancel an Order

In certain circumstances, especially if your order has not been mailed out, we will be able to make changes to your order. Please contact, Center for Sacred Studies Store at (707) 604-7362 between 11 AM-5 PM (PST) 6 days a week except for Wednesdays or email css.valeriehausman@gmail.com. Please have your order number and order date ready.

- If you would like to cancel an order that you have just placed or you need to change the details of your delivery address, please contact the Center for Sacred Studies Online Store immediately.
- If your order has already been dispatched or delivered, then you'll need to follow our Returns procedure.