



Shipping, Return and Store Policies

We want your experience at The Reindeer Place to be not just pleasant but fun, so you will return often. Our shelves are stocked with merchandise that promotes our goals, is of the highest quality and free of defects. If you have any problems, questions or comments please contact our CEO / Founder E. Gale Buck, gale@thereindeerplace.com.

Shipping

The Reindeer Place uses several suppliers for products listed on our web pages. Therefore an order may be shipped from different locations. We try to use US Postal Priority Mail for most packages, however UPS and / or FedEx may be used depending upon the size and weight of your order. You will be notified of the carrier and tracking numbers as soon as your package is shipped.

Insurance

Most carriers provide basic insurance, \$50 - \$100 per package, which is generally adequate. If you wish additional insurance please contact The Reindeer Place immediately upon placing your order: orders@thereindeerplace.com.

Returns

Damaged in Shipment

Please examine your package upon receipt, BEFORE opening it, and if it is damaged DO NOT OPEN IT! Notify The Reindeer Place immediately and then notify the carrier. Each carrier has their own rules which must be complied with or they may deny your claim. We will do our best to assist in this claim procedure. Please keep in mind that carriers will not honor damaged in shipment claims if the shipping carton has been opened. Pictures of the damaged carton are very valuable when settling claims.

Damaged or Defective Merchandise

You must contact The Reindeer Place to obtain authorization to return a defective or damaged item for replacement; simply send an email, with order number and details, within 28 days of receipt. Defective and damaged items are replaced FREE of charge. Product boxes and/or items that have been written on or otherwise marked will not be considered for return or replacement. Our email address is: orders@thereindeerplace.com.

Return of Non-Defective Merchandise

Requests for return of non-defective merchandise must be received within 21 days of receipt of merchandise. Returns are accepted for unopened merchandise only. The product must be resalable and in the same condition that it was sent to you. Non-defective merchandise returns may incur a 25% restocking fee, and must be returned within 28 days of receipt of merchandise.

Product boxes and/or items that have been written on or otherwise marked will not be considered for return.

Shipping fees are non-refundable. Return shipping fees are non-refundable. Purchaser will be responsible for return shipping charges and will be responsible for getting the merchandise back to The Reindeer Place or our supplier, per our instructions in response to your return request, in salable condition. The Reindeer Place currently includes shipping charges in our product costs, however shipping charges are NOT refundable and will be deducted from the refund allowance.

Refunds for non-defective merchandise will be issued in the form of store credits. Upon settlement of the return you will be given a complete statement of all charges for re-stocking fees and shipping as well as instructions on how to use your valuable in-store credit.

Items with Guarantees or Warranties

If a purchased item includes a product guarantee or warranty follow the instructions on the guarantee or warranty for repair or replacement.

Privacy

The Reindeer Place does not use electronic cookies and collects only enough information from you, as customer, to facilitate your purchase and the delivery of your merchandise. We do not store any personal information nor disseminate to any other organization. We may, from time to time, notify you by email of events at The Reindeer Place. Should you not desire any notifications you may notify us at info@thereindeerplace.com and we will gladly comply with your wishes.

We reserve the right to update and make changes to our shipping, return and store policies at any time. (last revision 11/4/13)