

## Shipping Policy

### Turnaround

All orders are shipped within 48 hours, Monday – Friday, 9 am - 5pm.

### Carriers

We use the following carriers to deliver our orders:

USPS for Mark Connors t-shirts, ball caps, CDs and photos.

UPS or FedEx for Mark Connors Signature Guitar

### Order Tracking

If a tracking # is provided by the shipping carrier, we will update your order with the tracking information. Please note that some orders using 1st Class USPS mail will not have tracking numbers.

### Shipping Rates

The rate charged for the shipping of all Mark Connors promotional merchandise is built into the quoted price with the exception of the Signature Guitar, which will be based on the weight and your location.

### Back Orders

If an item is out of stock, we will ship you the part of your order that is in stock. When the item becomes available we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.

## Returns, Refunds and Exchanges Policy

### How To Return An Item

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item **within 30 days** of your purchase.

1. Please email info to [markconnorspublicist@verizon.net](mailto:markconnorspublicist@verizon.net) to request a refund or replacement.
2. Mail your returned item to:  
Sheeba Entertainment, Inc.  
Creekside Postal Service  
P.O. Box 1886 - #6  
Idyllwild, CA 92549
3. Include in your package a signed letter stating the reason for your return and the original receipt.

## **Return Exceptions**

Opened CDs cannot be returned.

Merchandise that has been worn, used, or altered will not be accepted for return or exchange.

We do not include the original shipping and handling that you paid on the order in your refund.

## **Exchanges**

If your clothing item is in like new condition, you may exchange your clothing item for a different size or color. You must pay return shipping costs.

## **Payment Policy**

### **Accepted Methods of Payment**

Credit Card (Visa, Master Card, American Express, Discover)

Check/Money Order

Cash On Delivery

### **Credit Card Charges**

Your credit card will be charged when you place your order. If we are not able to fulfill your order for any reason, your credit card will be refunded.

### **Mailing Address For Check/Money Order**

To pay by check or money order, please make payable to Sheeba Entertainment, Inc. and mail to:

Sheeba Entertainment, Inc.

Creekside Postal Service

P.O. Box 1886 - #6

Idyllwild, CA 92549