

## **Golf Griffin Shipping and Returns Policy**

Golf Griffin continually strives to provide the lowest possible shipping charges available. Golf Griffin utilizes the services of UPS / Fed Ex for most shipping and passes through only those charges from UPS/Fed Ex at net cost. Large orders will ship certified freight and net charges will apply. **\*\*Please note:** Once Golf Griffin receives notification of delivery, we are no longer responsible for lost or stolen packages. It is the customers responsibility to provide a safe and deliverable address.\*\*

Most orders are shipped within 48 hours of being placed as long as items are in stock. Custom made items will be shipped after proper verification. You will be notified by email if any item ordered is out of stock. If you wish to cancel an order you must notify us within 24 hours of the order being placed.

Allow 5 to 7 business days for ground shipping. Expedited shipping is available and those orders will be shipped within 24 hours of the order being placed, as long as merchandise is in stock.

For items that are "Drop Shipped From Manufacturer," please allow 5-10 additional days for processing before shipment. Some items "Shipped From Manufacturer" may have an additional shipping fee.

**Personalized items** - please allow 4-6 weeks for delivery. You will be notified of estimated delivery once your order has shipped.

**Returns or Exchanges** will be accepted up to 60 days after the date of order has long as items are in a new and unused condition. Customer is responsible for return shipping charges.

**Custom items cannot be returned.**

Golf Griffin will pay for return shipping if items received are not what the customer ordered, as long as we are notified within 10 days from receipt of order. Refunds/Credit will be issued for Merchandise only. Shipping will not be refund on returns unless items sent were incorrect. There will be a 15% restocking charge on all items that are dropped shipped directly from the manufacturer. Please call Golf Griffin before returning any item, to get return authorization number and return shipping address.

If an item is received in a damaged box/package, customer should refuse shipment and notify us. If customer signs for a damaged package, Golf Griffin will not be responsible for return shipping to exchange the item. Missing Items, you must notify us within 48 hours of delivery if items from your order are missing.

Golf Griffin's hours of operations are Monday thru Friday 8AM to 5PM Central Standard Time. Orders received after 5pm are processed the next business day.

Overnight and Second day UPS shipping request must be made before 12pm daily, Monday thru Friday, in order to be shipped the same day as the order was received. If the order is not received before 12pm Central Standard time, then order will shipped the next business day with expedited shipping that was paid for. Please call us if you have questions.