# Logo: Dragonfly icon with text that reads Whimsey Sky, wonders, ethically made

# [Printful](https://www.printful.com/sustainability-responsibility) Product Policies

These shipping and returns policies apply to Whimsey Sky products manufactured by Printful.

## Delivery

When will I get my order?

Usually, it takes 3–7 days to fulfill an order, after which it’s shipped out. The shipping time depends on your location, but can be estimated as follows:

● USA: 3–4 business days

[Covid-19]​ When will I get my order?

Our fulfillment times [for all products/t-shirts/phone cases/etc.] may be longer than usual and may continue to increase until things get back to normal. We're seeing delays in our supply chain, including distributors and shipping carriers as the entire industry is grappling with challenges.

## Issues with Delivery

● Check your shipping confirmation email for any mistakes in the delivery address

● Ask your local post office if they have your package

● Stop by your neighbors in case the courier left the package with them

If the shipping address was correct, and the package wasn't left at the post office or at your neighbor’s, get in touch with us at Bethany@whimseysky.com with your order number.

If you did find a mistake in your delivery address, we can send you a replacement order, but shipping will be at your own cost.

## Orders

How are your products made?

We work with a print-on-demand drop shipper. They have locations worldwide, so depending on where you are, your orders are printed and shipped from the facility that can do it most efficiently!

## Tracking

How do I track my order?

You’ll receive a tracking link via email when your order ships out. If you have any questions about your tracking or shipment, drop us a line at Bethany@whimseysky.com.

## Product Issues

I received a wrong/damaged product, what should I do?

We’re so sorry if the product you ordered arrived damaged. To help us resolve this for you quickly, please email us at [insert your support email here] within a weeks' time with photos of the damaged product, your order number, and any other details you may have about your order.  We’ll get back to you with a resolution as soon as possible!

## [Returns](https://www.printful.com/policies/returns)

Printful handles all fulfillment, [returns, and refunds](https://www.printful.com/policies/returns). If you experience difficulty with Printful’s process, please reach out directly to Bethany@whimseysky.com.

Refunds are only offered to customers that receive the wrong items or damaged items. Any claims for misprinted/damaged/defective items must be submitted within 30 days after the product has been received. For packages lost in transit, all claims must be submitted no later than 30 days after the estimated delivery date. Claims deemed an error on our part are covered at our expense.

If you notice an issue on the products or anything else on the order, email Bethany@whimseysky.com or  [submit a problem report](https://help.printful.com/hc/en-us/articles/360014007620-how-do-i-report-a-problem-with-my-order-).

## Exchanges

Can I exchange an item for a different size/color?

At this time, we don't offer exchanges. If you’re unsure which size would fit better, check out our sizing charts—we have one for every item listed on our store, in the product description section.  Though rare, it's possible that an item you ordered was mislabelled. If that’s the case, please let us know at [insert your support email here] within a week after receiving your order. Include your order number and photos of the mislabeled item, and we’ll send you a new one, or issue a refund!