

**Non-Personalized Products..**

Secondline Handkerchiefs offers a 30 day refund policy on all products that have not been personalized or otherwise modified by the customer.

Purchases must be returned to Secondline Handkerchiefs in "like new" condition to qualify for a full refund. Shipping fees incurred by the customer are non-refundable.

**Non-Personalized Products..**

Any products that have been personalized or otherwise modified by the customer are generally non-refundable once printing has begun.

Exceptions may be granted on a case-by-case basis, but in no case will shipping fees incurred by the customer be refunded.

If the work has been customized and it was an error on our part (example the color or layout does not match the proof nor the description on the order form.. and previous approval by the customer) then we will reprint the item at 50% off or offer a special price to the customer. This is a case by case situation..

**Time frame for delivery.**

Once your order has been paid for and the proof approved (if a custom order) then the product will ship from Mandeville, Louisiana within 14 days..

"Rush orders" are shipped within 7 business days from date of proof.

Privacy -We will never share your email with a third party.

**other options..**

Guarantee and Return Policy:

Secondline Handkerchiefs stands behind the quality of every product we sell. If your order is not 100% free from defects in materials and workmanship you may return it in new condition and in its original packaging for a prompt credit, exchange or full refund. Please call us directly at (985) 231-7789 if you have a question about a return or exchange.

Items must be in original, unwashed condition for us to exchange them, no exceptions. If you send an item back to us with makeup, perfume, food, etc on it, we will donate it and you will not receive a refund.

Please email us and we will help you with your order prior to placing it. If we send you an item that is damaged then we will accept returns, and we'll also pay the return shipping costs, if the return is a result of our error (you received an incorrect or defective item, etc.).

All returns or exchanges must be made within 30 days of receipt.

Personalized items cannot be returned for reasons other than defects in materials or workmanship.