

## SERVICE INFORMATION



Buttons of upper standing, position and belief

## **OUR PRODUCT**

Our product lets you add your personal touch to any part of your life. We're passionate about giving you the ability to proclaim your upper standing, position and belief. we believe there is no limit to self-expression.

There are many different ways to communicate. You can become an excellent writer, pen poetry, fiction, or journalistic missives to broadcast your opinions. You can work on your oratory skills and give public speeches to roaring crowds of spectators. Or you can find funny, political, or inspiring buttons to deliver your message. Button upper button are custom commemorative pin buttons that represent a wide variety of positive, productive and encouraging meanings. Each button is designed to send a clear message of ones standing, position and belief on a given subject. Each button design that is ordered becomes directly connected to the passion, standing, position and belief of the one seeking to push the message forward into the upper levels of exposure.

Whether you want a few "Team Bride" buttons to commemorate your bachelorette party, or you want to confess your stand on animal cruelty, our selection cannot be beat. You can also create your own buttons using pictures of your family, designs your kids have made, or other images and text for great flair to add to your wardrobe. Button Upper Buttonz should be your first choice when the issues call for support and attention. Each order is handled with Love and care.

## **RETURN POLICY, PRODUCT RESTRICTIONS**

You may return button products for a replacement or refund within 30 days of receipt. However, in order to obtain a refund for the returned buttons, you must return the product to BU Buttonz and within 5 days of receiving your button product(s) you will be issued a refund.

## **RETURNING DAMAGED / DEFECTIVE ITEMS**

In cases of damage or defect, the return process can often be expedited by providing a digital image of the damage or defect (along with a clear description of the problem) in an email to our customer support team. In many cases, action (in the form of replacement, refund or account credit) can be taken as soon as substantiation of the claim has been provided by the customer.

If the damage / defect cannot be verified over the phone or via email contact, the item may be required to return to BU Buttonz for inspection before a determination can be made as to the state of the product.

## **WHO COVERS THE RETURN SHIPPING COST?**

BU Buttonz will provide a prepaid return shipping label in cases where items have arrived in damaged condition or are confirmed by a BU Buttonz representative to be defective.

For all other cases, return shipping costs are the responsibility of the customer.

Under no circumstance does BU Buttons reimburse (or provide credit) for return shipping costs incurred by the customer. If a product is damaged or defective, the recipient must make arrangements with BU Buttonz support as to how the return should be handled prior to placing the items back in transit to BU Buttonz.

## **HOW TO RETURN AN ITEM**

1. Contact Customer Support to request a return. You must make this request within 5 days of receiving the shipment.
2. Be sure to specify the reason for the return request in your message and indicate any preference for replacement (whether selecting an alternate style, size or color), account credit, or a refund.
3. Once the topic is selected, you will be asked to select the product that you want to return.
4. Use the Upload File button to proactively provide digital images of damaged or defective products.

## **WHAT THE RETURN PROCESS USUALLY ENTAILS**

If you have requested a refund, be advised that returning funds usually take 7 days to appear in the account used to make the purchase (depending on the processing speed of the bank that issued the funds).

If you have requested an exchange in a different size or style, an email will be sent letting you know once the reprint has been initiated.

- Returning buttons may only be for a similar button product of equal or lesser value.

## **METHOD OF PAYMENT**

Button Upper Buttonz accepts the following payment methods,

- PayPal
- Postal money orders
- Cash app (cashtag #LongevityHouse)