

Terms and Conditions

Last Updated: October 29th, 2024

Welcome to *Munchkey Stitches, LLC*. By accessing or purchasing from our website, you agree to the following Terms and Conditions. Please read these terms carefully, as they contain important information regarding your rights, obligations, and purchases.

1. Introduction

- These Terms and Conditions govern the use of *MunchkeyStitches.com* (the "Website") and all transactions made on the Website. By using our Website or making a purchase, you agree to be bound by these terms.

2. Products and Services

- All products listed by *Munchkey Stitches, LLC* are handmade crochet items, and as such, there may be slight variations in color, size, and texture from product images on the Website.
- Customization options are available on select items. Please contact us if you have specific requests before placing an order.

3. Pricing and Payment

- All prices are listed in US Dollars and are subject to change at any time. Prices do not include applicable taxes or shipping fees, which will be calculated at checkout.
- We accept most major credit cards, PayPal, etc., made payable thru Square. Payments must be made in full at the time of order.
- In the case of a pricing error, we reserve the right to cancel any orders placed at an incorrect price.

4. Order Processing and Shipping

- Processing times vary depending on the item(s) ordered and customization requests. Generally, orders are processed within 5-7 business days.
- Shipping times and fees are calculated based on a flat rate. We are not responsible for delays caused by carriers or customs.
- If an item is lost or damaged during shipping, please contact us within 14 days of receiving your order to discuss replacement or compensation options.

5. Returns and Exchanges

- Due to the handmade nature of our products, we accept returns and exchanges on a case-by-case basis.
- To request a return or exchange, contact us within 14 days of receiving your order. Items must be unused and in original condition to qualify for a return or exchange. A photograph of the item may be requested to ensure the condition of the item prior to refund or exchange.
- Customized or personalized items may not be eligible for return or exchange unless they arrive damaged or defective.
- Return shipping fees are the responsibility of the customer unless the return is due to an error on our part.

6. Intellectual Property

- All content on this Website, including images, designs, text, logos, and product descriptions, is the property of *Munchkey Stitches, LLC* and is protected by copyright and trademark laws.
- You may not use, reproduce, distribute, or modify any content from our Website without express written permission.

7. Privacy Policy

- Our Privacy Policy, which is available on our Website, governs the collection, use, and protection of your personal information.

8. Limitation of Liability

- *Munchkey Stitches, LLC* is not liable for any indirect, incidental, or consequential damages resulting from the use of our products or Website.
- Our liability for any claim related to your purchase is limited to the amount paid for that specific purchase.

9. Changes to Terms and Conditions

- We reserve the right to update or modify these Terms and Conditions at any time. Changes will take effect immediately upon being posted on the Website. Your continued use of the Website following any changes indicates your acceptance of the new terms.

10. Governing Law

- These Terms and Conditions are governed by and interpreted in accordance with the laws of the State of Iowa. Any disputes arising from these terms will be resolved in the courts of Boone, Iowa.

11. Contact Information

- For questions or concerns regarding these Terms and Conditions, please contact us at:
 - **Email:** JPringle@munchkeystitches.com