

307 Family Crafters

Terms & Conditions

Welcome to 307 Family Crafters! By shopping with us, you agree to the following terms that help ensure a smooth and enjoyable experience for everyone.

1. General Info

We're a small, handmade-focused business based in Rock Springs, Wyoming. Every order is prepared with care, and we do our best to describe products accurately and clearly.

2. Product Variations

Because our items are handcrafted, no two are exactly alike. Colors, patterns, and weights may vary slightly—but rest assured, quality is always our priority.

3. Payment & Checkout

We accept most major credit cards and secure online payments. All prices are listed in USD.

4. Shipping

Orders usually ship within 3–5 business days. Shipping times vary depending on the carrier. We'll always provide tracking info once your order is on its way.

5. Returns

Due to the personal nature of our products, all sales are final. If something arrives damaged or isn't right, reach out within **2 business days of delivery**—we'll gladly make it right.

6. Privacy

Your information stays safe with us. We only use it to process your orders and keep in touch if needed. We never sell or share your personal info.

7. Discounts & Offers

Occasional sales and promos may be offered. Discount codes must be entered at checkout and can't be applied to previous purchases or to gift card orders unless stated.

8. Gift Cards

Looking for a thoughtful gift? Our eGift cards are a great choice. Here's what you need to know:

- eGift cards are sent instantly by email and can be used online only.
- They are valid for 5 years after purchase, giving plenty of time to shop.
- Gift cards are final sale and non-refundable.
- Remaining balances stay active and can be used later.
- We can't replace lost or stolen cards, so treat them like cash.

For help with gift cards, feel free to contact us anytime.

9. Product Safety

Our body care products are made with skin-loving ingredients, but we recommend patch testing before use. Discontinue use if irritation occurs. For external use only.

10. Third-Party Fulfillment (Dropshipping)

Certain items available through 307 Family Crafters are fulfilled by third-party partners. By purchasing a dropshipped item, you acknowledge that:

- Product shipping times, packaging, and availability may vary.
- These items may ship separately from handcrafted products.

- 307 Family Crafters acts as the seller of record and will coordinate customer service with the partner on your behalf.
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11. Contact Us

Need help? We're here to assist with any questions or concerns. Reach out via our contact form or email us at 307familycrafters@gmail.com.