

## 11<sup>TH</sup> HOUR CRAFTS & FLOWERS SHIPPING POLICY

11<sup>th</sup> Hour Crafts & Flowers will process orders within 10 to 14 business days (this doesn't include weekends or holidays). We will send you a confirmation email when we receive your order and a second email when your order has shipped.

We will send a notification from us including your tracking number. This number will allow you to monitor the package progress. We ask that you allow 48 hours for the tracking information to become active.

### TRACKING ORDER

If your package hasn't arrived within 14 days of receiving your order confirmation email, please reach out to us at [11thhourflowers@gmail.com](mailto:11thhourflowers@gmail.com) with your name, order date, and order number. We will do all that we can to resolve this issue for you.

### REFUND & RETURN POLICY

11<sup>th</sup> Hour Crafts & Flowers has a strict no refund Return and Refund policy. We do not refund any purchases made on our website ([www.optimistic-k.com](http://www.optimistic-k.com)). Please make sure you read all of the descriptions and what's included before making a purchase.

All sales are final, and the Company does not offer any money-back guarantees. You recognize and agree that you shall not be entitled to a refund for any purchase under any circumstances.

We don't offer refunds but in the rare instance that your product comes to you damaged please contact [11thhourflowers@gmail.com](mailto:11thhourflowers@gmail.com) and put DAMAGED GOODS INQUIRY in the subject line. Send us a picture or video of the damaged good and your order number. Each case is unique and dealt with separately. We will do our best to rectify the situation.