

## **IMPORTANT:**

- **We are ordering items based on demand and requests.** Therefore, the portrayed item is similar to what we intend to order. The item that will be ordered is similar in style, fabric, and quality of what is portrayed, but variations may exist between what is portrayed and what you actually receive.
- **If we do not get a minimum amount of orders for each item,** we will not move forward with ordering that item or items. Station will refund the card used to purchase the item in full. If one of our two items are canceled, we still need to charge shipping so we will not refund that but will refund 100% of the item cost. If all items are canceled, then we will refund items AND shipping.

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### **When will my order go out?**

Please allow 1 to 2 weeks for order fulfillment. Card will be billed at the time of purchase from our website, not at the time of fulfillment.

Should you have questions on the estimated order processing, shipping time, or estimated delivery, feel free to reach out to us at [jennifer.johnsey@cumulus.com](mailto:jennifer.johnsey@cumulus.com)

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### **If my order won't arrive for 1-2 weeks, when will my credit card be charged?**

Your credit card will be billed at the time of purchase from our website, not at the time of fulfillment.

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### **Do you ship internationally?**

Yes, we ship all over the world via USPS Priority.

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### **What do you charge for shipping?**

Domestic: Shipping rates are determined by the weight of your order.

International: We charge a flat fee of \$20 per order.

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### **Do you offer in-person pickup on any orders?**

Due to the coronavirus pandemic, we are unable to offer in-person pickup at this time.

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### **What methods of payment do you accept?**

We accept Visa, MasterCard, American Express and Discover. Unfortunately we currently do not accept PayPal and Apple Pay.

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### **Can I place my order over the phone?**

Sure! If you'd prefer to place your order over the phone, please call Jennifer Johnsey at 865-212-4587 during the hours of 8:30 AM - 5:00 PM, Monday-Friday. If unavailable, leave a voicemail with your contact information and she will call you back.

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### **Do I have to create an account to place an order?**

No you don't! However, we recommend creating an account if you would like the ability to refer back to previous orders.

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### **My order arrived damaged. What are my options?**

Sorry about that. It happens. Just [send us a photo of the damage](#) and we'll exchange your item or give you a full refund.

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### **What is your return / exchange policy?**

You can read our full [return/exchange policy here](#)

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### **The product I want to order is out of stock...**

Sorry about that. Some items are very limited and will not be reordered; when they are gone, they're gone! If the item is currently sold at full-price, there is a chance it will be reordered. Feel free to reach out to us at [jennifer.johnsey@cumulus.com](mailto:jennifer.johnsey@cumulus.com) to inquire about a particular item.

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### **Do you offer Gift Cards?**

Not at the moment, sorry!

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### **What are your store operating hours?**

Monday - Friday: 8:30 AM - 5:00 PM (all times CST)

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### **What if my question wasn't covered in the FAQs?**

If you can't find the answer above to your question, don't panic! Just fill out the contact form below with your question, and we'll get back to you as soon as possible!