

SHIPPING & RETURNS

SHIPPING POLICY

We are pleased to offer domestic shipping. Shipping rates are variable and contingent upon your order; please proceed to checkout and enter your shipping address for an accurate quote.

Processing Time: Orders are typically processed within 3-6 business days. During promotional or sale periods, kindly allow our team 5-8 business days to process your order.

Shipping Methods: Orders will be dispatched via your selected shipping method at checkout.

Shipping Costs: Shipping costs are computed by our carriers based on factors including your order's total value, weight, package volume, and destination.

Delivery Time: Our delivery times are estimated only and are not guaranteed. They will always be estimated in business days (this does not include weekends/holidays). Once the packages are sent to our shipping provider, arrival times are out of our control and in the hands of the shipping service that has been selected.

We are currently not shipping internationally at this time. Our apologies for any inconvenience.

RETURNS

Inquiries are handled on a case-by-case basis with the ultimate goal to make our customers happy. We stand behind our handmade goods that are inspected to assure customers are to be satisfied with them. Each request will be treated fairly and reasonably. We believe when treating our customers evenly and respectfully that they are fair and polite with us.

If you have any concern with your items, please contact us at info@justcryss.com to open up a conversation on how we may address your concern. We are always happy to help! Your 100% satisfaction is what we strive for.

EXCHANGES

CLOTHING EXCHANGES

We accept exchanges within 14 business days of your notified delivery date. Exchanges are only accepted for unworn, non-damaged apparel. If the item we receive is damaged, we will not be able to process your exchange as requested. The customer is responsible for all shipping costs related to the exchange.

DEFECTS

We aim to get it right the first time which is why we inspect each product 3-4 times throughout our quality control process. If you feel you have received a defective product, please contact us at info@justcryss.com with your order # and a photo of the product in question to open up a conversation on how we can make this right.

Our company is not held responsible for:

- Mistakes made by shipping Couriers
- Wrong addresses given by customers
- Damage to orders by postal service
- PO box issues
- Stolen packages after delivery

If you have a specific question with respect to your shipment, please contact us at info@justcryss.com and provide your order number.

TERMS & CONDITIONS

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Your Personal Information

IDNTKU LLC may share your personal information to perform services such as fulfilling orders, delivering packages, sending postal mail and emails, analyzing customer data, marketing, processing credit card information, investigating fraudulent activity, and providing customer service.

You are solely responsible for all content that you upload, post, email or otherwise transmit via www.justcryss.com including the submission of product rating and reviews and all other data, profile information, documents, text, software, applications, music, sound, photographs, graphics, video, messages, or other materials. We will not accept above content from you unless you are a registered user of www.justcryss.com

Learn more about CCPA and your privacy rights.

Handmade Items

All products purchased from justcryss.com are not identical. These are handmade items. This means not every product will be made from the same material but is created in the same color to the best of our abilities.

Risk of Loss

All items purchased from justcryss.com are made pursuant to a shipment contract. This means that the risk of loss and title for such items pass to you upon our delivery to the carrier.

Returns, Refunds and Title

Justcryss.com does not take returns at this time.

HOW TO WASH YOUR PRODUCT

CARE INSTRUCTIONS FOR PRODUCTS

Your products are made from fabric that deserves gentle care to keep them looking their best. Follow these recommended cleaning methods to keep your products fresh and fabulous!

HOW TO HAND WASH YOUR PRODUCTS

1. **Separate by Color:** Always wash light and dark items separately to prevent color transfer.
2. **Prepare a Wash Basin:** Fill a large bowl or your sink with cool water.
3. **Add Gentle Cleanser:** Use a few drops of laundry detergent.
4. **Wash Thoroughly:** Gently scrub with your hands, focusing on any stained areas.
5. **Rinse Well:** Rinse until all detergent is completely removed.
6. **Dry with Care:** Hang in a well-ventilated area.

HOW TO MACHINE WASH YOUR PRODUCTS

Note: We do not recommend machine washing rayon, linen, wool or silk. If you are unsure what material your product is made out of, check the product page for details or send us an email!

1. **Select a Gentle Cycle:** Use the delicate or hand wash cycle with warm or cold water.
2. **Minimize Spin:** Choose the lowest spin speed to prevent stretching or wear.
3. **Air Dry:** Always hang or lay flat to dry, as heat can damage delicate materials.

CARE TIPS FOR LONGEVITY

- **Storage:** Store your clothing folded neatly in a drawer to maintain their shape.
- **Avoid Heat:** Never expose your product to direct heat from dryers or irons. Turn on reverse side to iron. Do not directly iron designs.

With proper care, your products will stay beautiful and functional for years to come! ❤️