



195 E. Main Street, Stoughton WI 53589 | Ph: (608) 877-8007

RETURN / REFUND POLICY

ALLOWABLE RETURNS / REFUNDS

- Refunds allowed on most **regularly priced merchandise only***.
* *Restrictions apply – see below for excluded merchandise.*
- You **must** show receipt or proof of purchase price.
- Merchandise must be returned within 14 days of purchase
- Merchandise must be unused and in its original packaging

NOT ALLOWED RETURNS / REFUNDS

- No returns / refunds without receipt or proof of purchase.
- No returns / refunds allowed on ANY discounted merchandise.
- No returns / refunds allowed on special order items
- No refunds on labor services (art commissions, framing labor, etc.)
- No returns / refunds on knitting needles, books, patterns and accessories
- No refunds for Class Registration Fees.

DISCOUNT POLICY

Coupons – Coupons only allowed for in-stock merchandise.

Framing / Printing Discounts – To receive discount, you must show coupon at time order is placed and pay at least 50% deposit of order total.

No Discounts / Coupons - On special order merchandise (ie. Yarn)

Class Discounts – Allowed to registered class participants **only during** class sessions (not before, after, or in between class sessions).

Artist Discounts – Allowed to artists with re-seller's certificate. Additionally, at least 50% of the order total must be paid in advance to receive discount.

Punch Card Discounts

- Cards punched for each full five dollar purchase on regularly priced items
- Punches are not given on discounted purchases.
- Filled punch cards have no cash value but can be redeemed for up to \$20 off towards any regularly priced purchase.
- Punch card redemptions are not allowed with discounted purchases.

LAYAWAYS / HELD MERCHANDISE

Layaways / Holds – Maximum hold time for layaways is seven (7) days.

IMPORTANT NOTICE! Framing & Printing Orders Become Woodland's Property If Not Picked Up – Orders not picked up within 30 days after customer has been notified that order is complete shall forfeit all discounts and be assessed a \$10.00 per month, per piece, storage charge. Orders not picked up within 90 days, shall become the sole property of Woodland Studios. Unless other arrangements are made in writing, after 90 days, it is presumed customer has abandoned these materials, and customer forfeits all deposits and ownership claims to any and all materials provided by the customer. Woodland may, at its discretion, without further notification to the customer, sell or dispose of any or all of the materials with no compensation due to the customer.

RETURNED CHECK POLICY - A \$35 fee will charged on all returned checks.