**Shipping & Returns**

**\*\*\*\*\* PLEASE READ THIS SECTIO N CAREFULLY! PLEASE DO NOT ORDER IF YOU HAVE NOT READ THIS SECTION. \*\*\*\*\***



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**Returns Policy**

**You may return most new items with tag on, and unopened in their original packaging for RESALE. within 30 days of delivery for a full refund. Outbound shipping charges are not always refunded upon return. This includes regular and freight shipping surcharges. WE DO NOT REFUND PERISHABLE ITEMS. PERISHABLE ITEMS ARE FOOD ITEMS; PLEASE CONTACT THE FACILITY REGARDING ANY FOOD ITEM IN QUESTION.**  
  
**You should expect to receive your refund within 3-4 weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. The waiting timeline includes the transit time for us to receive your return from the shipper (5 to 7 business days), the time it takes your bank to process our refund request (5 to 10 business days) and the time it takes us to process your return once we receive it (5 to 7 business days), If a person's food order is returned due to disciplinary action,** **ROYAL GIFT SHOP will not issue a refund. In addition, ROYAL GIFT SHOP will not issue or refund and/or take responsibility for an order that is lost once signed and received by the facility.**

**If you need to return an item, please**[**Contact Us**](https://wilsoninmatepackageprogram.com/contact-us/)**with your order number and details about the product you would like to return. We will respond quickly with instructions for how to return nonperishable items from your order.**  
  
**Shipping**

**We ship to New York State Correctional Facilities ONLY. AND residents in the United States. Note that there are restrictions and policies we must abide by throughout the packing, shipping, and processing of orders. Also note, there are slight variances in Directive 4911 et al. & Facility Operating Procedures (better known as: F.O.P.). We must make known that allowable items vary per facility, e.g., one facility may allow black winter hats while another facility may not allow the black winter hat. PLEASE CONSULT THE PERSON you are ordering for regarding their Facility Operating Procedures.**

**When you place an order, we will estimate shipping and delivery dates for you based on the availability of your items and the shipping options you choose. Depending on the facility your package is shipped to, it may take up to 2-5 business days for processing. Please note orders received are processed during business days ONLY (our business days are Monday-Friday ONLY). If an order is received over the weekend, we will begin processing the order on the next business day which would be Monday if Monday is a major holiday, processing will start that Tuesday.  When ordering fresh foods (meats & vegetables) these items are ordered and delivered to our facilities fresh for immediate shipping. This process can take anywhere from 2-5 business days, we receive our products from various VENDORS. Once all items are received then your order will ship. In some cases, item(s) may be unavailable at the time of shipping, if we decide to move forward with shipping a Merchandise Food Credit will be issued for the unavailable item(s). The unavailable item(s) will be listed on the itemized invoice the facility receives with the ordered package. The purchaser will also receive a confirmation email within 3 days of shipping and receipt which will include the invoice shipping notes, merchandise credit amount, and confirmation that the credit has been applied to their customer account.**

**We issue an itemized invoice with every order, which lists every item ordered and confirmed shipped. If any item is unavailable at the time of shipping. It can be replaced by the same item just a different brand if you check the box. If not, that information will be listed in the invoice, outlining unavailable items, credit and/or refund information. In addition, all weight of boxes is confirmed and billed by UPS. This information is always available upon review of your shipping notifications via UPS or when requested.****ROYAL GIFT SHOP is NOT RESPONSIBLE for MISSING ITEMS that are allocated as shipped.**

Perishable, Missing Items & Transit Times: Once an order ships your package is only in transit for no more than 1-2 business days. No shipper is perfect, Sometimes UPS and FEDEX can experience delays however it's not common. We package all orders to ensure they may withstand transit of 3-5 days (this is usually never the case), orders arrive within the specified timeline. All orders are packed for optimal freshness, perishable foods are prepared and shipped on the same day as receipt. **ROYAL GIFT SHOP is** not responsible for any order once it’s received and signed for by the facility. We have no control over their issuance timeline. **ROYAL GIFT SHOP WILL** NOT REISSUE merchandise (food, apparel, cosmetics, etc.) that has perished or disappeared because of loss, stolen, or damaged incidents. The recipient should follow facility procedures to file a claim regarding their order. Should an order become damaged in transit, and we are notified by UPS or FEDEX; ROYAL GIFT SHOP will take responsibility and reissue those items.

**Facilities that require 2-day transit or if a facility that we are aware does not issue packages on Fridays, we will place the order over the weekend to be shipped the following Monday and/or business day. This is to ensure the freshness of perishable items. Orders placed for Wende, Attica, Albion, Great Meadow, Orleans, Wyoming, Groveland, and Collins take 2 business days to arrive at the facilities. Orders placed for the listed facilities will ship between Monday and Wednesday after processing.**

**\*\*\*\*\*During Extreme High-Volume times as identified by the Company; orders may be delayed. We only ship according to the business day as outlined in this policy. Should a customer determine the timeline is too excessive and decides to cancel their order a mandatory 50% Restocking Fee will incur. The restocking fee is non-negotiable and will not be waived for any reason. \*\*\*\*\***



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Cancellation & Restocking Fees: Although we do our best to ship orders within our specified timeline, delays may occur for many reasons. **ROYAL GIFT SHOP does** not process or ship orders according to anyone's personal timeline. (ex. order is placed 5 days prior to month end; we do not ship to meet the month end date. We ship according to order volume and placement within the outlined business days.). During high volume times as identified by the company we ship according to order placement and product availability. Should a customer choose to cancel their order a mandatory restocking fee of 50% will be applied to the refund amount. The deduction does not include taxes and shipping cost, those will be refunded as purchased.

Our shipping schedule is Monday through Thursday, most nonperishables and apparel are shipped Thursdays. Shipping does not operate over the weekend. Customer Service is not available Friday, Saturday, or Sunday. Customer Service hours are Monday-Thursday 10am-4:00pm; we may contact you via email to provide updates during the listed down hours. Contact us at (585) 505-1782 or email us at [royalgiftshop2022@gmail.com](mailto:royalgiftshop2022@gmail.com)

**Please also note that the shipping rates are subject to change where we deem appropriate. In any event, you will be prompted to accept any changes or current shipping policy prior to checkout. We advise and strongly recommend you read and understand our shipping policy prior to purchase.**