

Privacy

In His Shadow Creations is committed to ensuring your privacy as a guest and a customer. This means that we will not distribute, sell, or rent your name or other personal information to any third party without your permission. We use your personal information just to process orders and to help us serve you better.

What information do we gather and how do we use it?

At the time of ordering, we require to know your name, mailing address, e-mail address, credit card number, as well as expiration date. This permits us to correctly process and fulfill your order and to let you know of your order status.

Warranty:

All products created by In His Shadow Creations are guaranteed for a period of 1 year from the Invoice / purchase date. Products are not guaranteed against damage caused by shipping, neglect, misuse, normal wear or acts of God.

Shipping methods

We will ship stock items in 3 to 5 days from receipt of payment.

Custom items will ship in 14 to 21 days from receipt of payment.

Item shipping can be expedited by previous arrangement.

All shipments will be by United States Postal Service or UPS at the discretion of In His Shadow Creations.

Damaged / Missing Items

Damaged and / or missing items must be reported to us within 5 business days of receipt of product. All claims made after 5 business days will not be accepted. Items damaged in shipping that have not been inspected by the freight carrier or that are returned without authorization will not be accepted.

Custom Items: ALL custom items are non-returnable & non-refundable once production has started or they have been shipped out.

Defective or Damaged Merchandise WILL BE REPLACED

Product Return Policy:

We stand behind what we sell. All standard or stock items are fully returnable if you are not satisfied. To return, we must be notified within 5 business days of receipt of product and obtain return authorization. Returned products must be shipped within 3 days of authorization. Returns must be in new, unused condition and returned in ORIGINAL PACKAGING. If item has been damaged by misuse, cost of repair or replacement will be deducted from any refund due. ALL returns are subject to all shipping charges and a 15% restocking fee.

NO UNAUTHORIZED RETURNS WILL BE ACCEPTED.

Prior to shipping back any product we must be contacted by E-mail (info@ihsworshiparts.com) to obtain return authorization. Please do not ship anything back with out prior authorization. No credit will be issued without prior authorization.

Packing and Sending Your Return:

Once you have decided to return an item/s, contact us for return authorization, re-wrap the package securely and ship it via FedEx or United States Postal Service registered & insured to the address on the shipping label.

Once you have sent the item, please e-mail us a tracking number.

Product return address:

In His Shadow Creations
340 West King Street
Lancaster, PA 17603

REFUND POLICY

15% restocking fee will be imposed on all returned, undeliverable or refused shipments. We will notify you via E-mail of your refund once we have received and processed your return. You will be credited the full amount minus any shipping charges and restocking fees. If item has been damaged by misuse, cost of repair or replacement will be deducted from any refund due.

For customer service please e-mail us at info@ihsworshiparts.com or call (717) 295-5732.

In His Shadow Creations (www.ihsworshiparts.com) reserves the right to modify its policies.