

# CUSTOM ORDER POLICY

Here at Ropes and Reins, we are always willing to order things in for our customers. Reach out to us by email for a custom order form, fill it out, and then email it back!



## Order Requirements

- All custom orders must be placed in writing via our website or email.
- 50% payment is required for orders over \$100.00
- Full payment is required for orders over \$250.00
- Customers are responsible for providing accurate details (e.g., colours, sizing)



## Processing Time

- Custom orders typically take **[2-3 weeks]** to produce.
- Processing time begins once full payment and all required details are received.
- Rush orders may be available for an additional fee—please inquire before placing your order.



## Changes & Cancellations

- Custom orders **cannot be changed or cancelled** once an order is processed.
- Requests for changes must be made within **[24–48 hours]** of order placement.
- If a cancellation is approved before production begins, a cancellation fee of **[25%]** may apply.



## Returns & Exchanges

- Please view our Return Policy document.



## Shipping or Pick up

- Custom orders will be shipped via **courier** once complete.
- Shipping timelines are estimates and may be affected by carrier delays or supplier availability.
- Customers are responsible for providing a correct shipping address.
- The pick-up window is 7 days from being notified. Please contact us to make alternate arrangements if not available to pick up.