

FOWS Draft Online Store Policies and Procedures

Purchase Method Policy

Purchases can be made by any major credit card or by check. Checks should be made out to the Friends of Wakulla Springs and sent to:

465 Wakulla Park Drive, Wakulla Springs, FL 32327

Product shall be mailed after the check has been deposited. All methods of payment must be made in U.S. dollars.

No Hidden Fees

All shipping and handling costs are to be calculated and displayed at point of purchase.

For Domestic Sale Only

All products are for domestic sale only. Products will not be shipped to destinations outside of the United States and her territories.

Shipping and Handling Procedures Policy

1. The president or the president's designee of the Friends of Wakulla Springs (hereinafter "FOWS") shall be responsible for recruiting an online store coordinator (hereinafter "OSC") and an alternate online store coordinator.
2. The OSC shall be responsible for recruiting between 2 (two) and 5 (five) volunteers to assist with product shipping and handling.
3. To prevent the necessity of travelling to and from Wakulla Springs, each of these volunteers shall be entrusted with a reasonable amount of product as determined by the OSC.
4. Each week the OSC shall delegate a volunteer from the roster of online store volunteers to ship that week's orders, providing that volunteer with all necessary information to do so. Whenever practicable, the online volunteer will be given prepaid postage to expedite shipping. Any out-of-pocket expenses incurred by an online volunteer, including the OSC, will be reimbursed to the volunteer by the treasurer within one week of the treasurer receiving a receipt from the volunteer. The OSC will receive returns and notify the treasurer of the amount owed to the customer. within one week of receiving the return.
5. At the end of each month, the OSC shall report on the number of units sold and returned to the president and treasurer, along with the total online store revenue with a breakdown of funds encumbered by sales tax, return shipping and the funds expended on cost per unit sold. The treasurer will remit customer funds within 3 business days.
6. Whenever the items in stock fall below 20% of what would be "fully stocked," the OSC will notify the treasurer to facilitate the purchase of new stock by the OSC.

Returns and Refund Policy

If you are unhappy with your product, you can mail it back to us within 30 days of receiving it for a full refund, not including shipping and handling.

Refund Timeline Policy

Dissatisfied customers can expect a full refund, not including shipping and handling, within two weeks of returning product.

Shipping and Handling Payment Policy

Customer is responsible for shipping and handling for purchases of ____ per ____ unit(s). The Friends of Wakulla Springs is responsible for shipping of returns, payable with the refund.