



Terms & Conditions

- Pay by Pay Pal, Check, Visa, Master Card, Discover or American Express. Charges on credit card statements will appear as Crown USA. Orders paid by check will not be shipped until payment is received and cleared through the bank.
- Returns
 - Returns/Exchanges of STOCK items must be made within 10 working days of receipt of your order. Simply fill out the return form included with your shipment and send back with your items to the address on the form. You may download a copy of the return/exchange form from the webstore. Original freight will not be credited and you are responsible for return freight. Credits will not be issued for goods lost in transit so please make sure to return via a ship method that can be tracked.
 - Customized items may not be returned unless defective.
 - Stock or Customized items that have a MANUFACTURER'S DEFECT may be returned for full credit.
 - Exchanges will be shipped out once original product is received. You will be charged/credited for any difference in item cost for exchanges.
- We may not be able to guarantee the availability of all stock products at all times.
- Shipping
 - Stock items ship within 10 business days
 - Customized items ship within 15 business days
 - Shipping services are provided by UPS. We have provided a place for you to provide your UPS account # if desired. If no UPS account # is provided, we will ship and add the freight to your total. We cannot ship to Post Office Boxes.
- Tax Exempt: If you have tax exempt status, please e-mail klarson@toppromotions.com or fax (608-836-1640) your tax exempt form along with your webstore username and we will change your account to tax exempt. Please note applicable sales tax will be applied to any accounts that we do not have a valid tax exempt certificate on file.

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