

Store Policies

*Please be sure to read all store policies prior to placing an order.

*Any additional questions, please email the shop at sarah@southerntiersewingcenter.com

Payment Policy

*All orders will have 8% NY state sales tax added to them.

*Southern Tier Sewing Center accepts online credit card payments and PayPal only.

*Payment must be received within 3 days of order. If payment is not received within 3 days, all items will be returned to store inventory.

Shipping Policy

- All items will be shipped within 3-5 business days via United States Postal Service.
- A tracking number will be provided to you in an email with a shipping confirmation statement.
- No additional insurance will be provided by STSC. If you would like to add insurance to your item please contact the shop via email prior to checking out. Any item shipped priority will only have the standard \$50.00 USPS insurance.
- Once an item is shipped, STSC does not have any liability if a package is lost, stolen or damaged while in the hands of or in transit by USPS. Shipment of items is at buyer's own risk.
- If there is a problem with the item that you receive, i.e. it is the wrong item or you have a question about your item, please email the shop at sarah@southerntiersewingcenter.com
- STSC only ships within the continental United States.

- If a purchase order totals over \$100.00, free shipping will be applied.
- Single items and fabric totaling up to and including 1 yard will ship for \$5.00. Up to 2 yards of fabric or two items will be shipped for \$7.00.
- 3 or more patterns, books, or notions will be shipped for \$7.00.
- Fabric yardage 3-10 yards will be shipped via a USPS priority flat rate envelope which will total \$9.00 in shipping fees.
- Fabric yardage 11-20 yards will be shipped via a USPS priority medium flat rate box which will total \$17.00.

Cancellation Policy

- The customer may cancel any product other than fabric or fabric items within 24 hours of placing the order.
- Any fabric or fabric items ordered through STSC may be cancelled within 2 hours of order. After 2 hours of order all fabric cuts are final and may not be cancelled due to the nature of the item.
- All cancellations must be emailed to STSC within the stated timeframe.

Return/Exchange Policy

- STSC has a strict no return or exchange policy on all fabric and pattern/book purchases this includes fabric yardage, precuts, jelly rolls, charm packs, layer cakes, candies, etc.
- If any notion is to be returned or exchanged it must be in the original packaging, unopened, and have all original tags.
- The return/exchange shipping on any notion will be paid by the customer and free shipping will be applied to your exchanged item.

Fabric Policy

- As stated above, fabric orders may only be cancelled within 2 hours of order. We are also a “brick and mortar” shop and in order to ensure fabric is available to you and other customers there is a limited timeframe for cancellation. After 2 hours of order placement, all fabric orders are final.
- There is a strict no exchange or return policy on all fabric and fabric item orders.
- If the customer orders multiple yards of one fabric, the fabric will be cut and shipped to the customer in one piece equaling the yardage ordered.
- Custom fabric orders are available if the customer first emails the shop prior to ordering.