DELIVERY

When will I get my order?

It takes 3-7 days to fulfill an order, after which it's shipped out. The shipping time depends on your location but can be estimated as 5-8 business days for US orders and 10-20 business days for international ones.

Where will my order ship from?

Your order will be shipped by an on-demand order fulfillment company with facilities worldwide!

Will I be charged customs for my order?

An additional customs and tax fee can occur on international orders. This fee is not in Monster's control and is assessed by your local customs office. Customs policies vary widely for every country so please check with your local customs office directly to see if they apply duties and taxes to your purchases.

My order should be here by now, but I still don't have it. What should I do?

Before getting in touch with Monster, please help him out by doing the following:

● Check your shipping confirmation email for any mistakes in the delivery address.

● Ask your local post office if they have your package.

● Stop by your neighbors in case the courier left the package with them.

Tip: Package theft is on the rise—If you're expecting a home delivery and you know you won't be home to accept it, use an address where you know you'll be!

If the shipping address was correct, and the package wasn't left at the post office or at your neighbor's, get in touch with Monster at monster@monsterlonge.com with your order number.

Tip: The zip code is the most important part of the address. Use a simple tool like USPS ZIP code lookup to make sure you get it right!

Monster is **NOT** responsible for stolen or lost packages, packages sent to the wrong address, or for refunding or replacing packages in these cases. The customer is responsible for filing all claims. Monster is not responsible for any package(s) once it is in the hands of USPS, FedEX, and/or UPS.

Monster does not cover/reimburse shipping costs in regards to returns and exchanges. Customer will have to pay for reshipment of package for any domestic or international order returned to Monster for having an insufficient address, wrong address, unclaimed, etc.

ORDERS

How are your products made?

Monster works with a reliable, high-quality print-on-demand drop shipper. They have locations worldwide, so depending on where you are, your orders are printed and shipped from the facility that can do it most efficiently!

How do I track my order?

If your shipping method includes tracking, you'll receive a tracking link via email when your order ships out. If you have any questions about your tracking or shipment, drop Monster a line at monster@monsterlonge.com

I received a wrong/damaged product, what should I do?

Monster's sorry if the product you ordered arrived damaged. To help Monster resolve this for you quickly, please email him within seven (7) days at monster@monsterlonge.com with photos of the damaged product, your order number, and any other details you may have about your order. Monster will get back to you with a resolution as soon as possible!

RETURNS

What's your return policy?

Monster doesn't offer returns and exchanges, but if there's something wrong with your order, please let Monster know within seven (7) days by contacting him at monster@monsterlonge.com!

Do you offer refunds?

Refunds are only offered to customers that receive the wrong items or damaged items. If any of these apply, please contact Monster within seven (7) days at monster@monsterlonge.com with photos of the wrong/damaged items and he'll sort that out for you.

Can I exchange an item for a different size/color?

At this time, Monster doesn't offer exchanges. If you're unsure which size would fit better, check out the sizing charts in the product description section. Though rare, it's possible that an item

you ordered was mislabelled. If that's the case, please let Monster know at monster@monsterlonge.com within seven (7) days after receiving your order. Include your order number and photos of the mislabeled item and he'll send you a new one or issue a refund!