

# YTEL Online Store

## Store Policy

Thank you for supporting the Yurok Telecommunications Corporation online store. Your purchase directly supports our mission of building connections and honoring traditions in our community. Please read the following policies before placing your order.

### Ordering

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- Orders are processed through our secure online store at yuroktelecom.com
- We accept major credit cards, debit cards, Apple Pay, Google Pay, and Cash App Pay through our payment partner, Square
- You will receive an order confirmation email after your purchase is complete
- Orders are typically processed within 1-3 business days
- All prices are listed in U.S. dollars (USD)
- Orders may be canceled or modified before they have shipped by contacting us at orders@yuroktelecom.com. Once an order has shipped, it must be handled as a return.

### Shipping

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- We ship via USPS Priority Mail Flat Rate within the United States
- Shipping costs are displayed at checkout based on USPS Priority Mail Flat Rate pricing
- Estimated delivery time is 1-3 business days after shipment via USPS Priority Mail
- You will receive a shipping confirmation with tracking information once your order has shipped
- We currently ship to U.S. addresses only
- Once a package is marked delivered by USPS, YTEL is not responsible for lost or stolen packages. If your tracking shows delivery but the package is missing, please contact your local post office or file a claim with USPS

*Note: YTEL also sells in person at community events such as the Salmon Festival. In-person sales follow the same return and exchange policies listed below.*

### Sales Tax

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YTEL does not charge sales tax on any orders placed through the online store.

### Returns & Exchanges

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#### Eligibility

- We accept returns within 30 days of the purchase date
- Items must be unused, unwashed, and in their original condition with all tags attached

- Items that have been worn, washed, or altered are not eligible for return

### Non-Returnable Items

- Custom or personalized items
- Any items marked or sold as damaged/as-is
- Items returned after the 30-day window

### How to Initiate a Return or Exchange

1. Contact us at the email or phone number listed at the bottom of this page within 30 days of your purchase
2. Include your order number, the item(s) you wish to return, and the reason for the return
3. We will respond within 2-3 business days with return instructions
4. Ship the item back using a trackable shipping method – we recommend USPS, UPS, or FedEx

### Refunds, Exchanges & Store Credit

| Situation                                  | Resolution   |
|--|--|
| Item arrived damaged or defective          | Full refund issued to original payment method              |
| Wrong item was sent                        | Full refund or exchange – YTEL covers return shipping      |
| Customer changed mind / wrong size ordered | Exchange or store credit – customer covers return shipping |

### Return Shipping Costs

- If the item arrived damaged, defective, or incorrect: YTEL covers return shipping
- All other returns: the customer is responsible for return shipping costs
- We recommend using a trackable shipping method – YTEL is not responsible for lost return packages
- Refunds are issued within 5-7 business days of receiving and inspecting your return. Please allow additional time for your bank or card issuer to post the refund to your account

### Exchanges

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- We are happy to exchange eligible items for a different size or color, subject to availability
- If the desired exchange item is not in stock, we will issue store credit for the full item value
- Exchanges must be initiated within 30 days of purchase

### Damaged or Defective Items

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If your order arrives damaged or with a defect, please contact us within 7 days of delivery. Include a photo of the damaged item and your order number. We will issue a full refund or send a replacement at no additional cost.

## Privacy & Payment Security

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- All payments are processed securely through Square – YTEL does not store credit card information
- Personal information collected during checkout (name, address, email) is used solely to fulfill your order
- We do not sell or share your personal information with third parties, except as required to process payments (Square) and fulfill shipments (USPS)

## Contact Us

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For questions about an order, return, or exchange:

- Website: [yuroktelecom.com](http://yuroktelecom.com)
- Email: [orders@yuroktelecom.com](mailto:orders@yuroktelecom.com)
- Phone: 707-218-5310
- Address: 612 G Street, Suite 104, Eureka, CA, 95501
- Business hours: Monday-Friday, 9:00 AM - 5:00 PM PT

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*For questions or updates contact us at [orders@yuroktelecom.com](mailto:orders@yuroktelecom.com). | Yurok Telecommunications Corporation | [yuroktelecom.com](http://yuroktelecom.com)*