



We want you to be comfortable shopping on our site.

When you place an order from Sara Lynn's online store, **your payment will be processed by 2Checkout**, a reputable e-commerce provider who have been in business for many years and who meets all [BBBOnLine](#) Reliability participation and Better Business Bureau membership standards.

Shopping at the Sara Lynn online store is safe because **2Checkout** uses an integrated secure socket shopping cart - Your order will be processed securely using SSL encryption, an advanced encryption technology that works with all current versions of Netscape Navigator, Mozilla Firefox and Internet Explorer. **By shopping at the Sara Lynn online store, you'll never have to worry about credit card safety.**

How the transaction works

When you click on an **"Add to Cart"** button or **"View Shopping Cart/Checkout"** link, you will be transferred to **2Checkout's Secure Server**. Since the server is secured by advanced encryption technology your credit card information is protected.

2Checkout will ask you to supply various personal data when placing an order, such as name and address, credit-card information, and E-mail address.

After you press **SUBMIT**, the computer **will pause** as it processes the order. Please do not hit the submit button twice as it is normal for the computer to pause while it processes your order for a few seconds.

It will then show you a confirmation of your order in a few moments.

Your credit card will be billed by 2Checkout, not Sara Lynn or Steeljack Music Group. All orders will be shipped from Vancouver, Canada by Steeljack Music Group.

Steeljack Music Group & 2Checkout are committed to safeguarding your personal data!

Exchange Policy

The sale of all items is final; however, clothing items may be exchanged if a different size is required. Please choose your clothing merchandise carefully referring to the size charts provided. The original clothing item must be returned in its original condition within 30 days of purchase. Please include a note or letter indicating the appropriate size required along with your name and address.

Shipping and handling charges are *non* refundable. Additional shipping and handling charges for the exchanged item are the responsibility of the purchaser. Exchange items must be sent by an insured and traceable method to ensure a safe and documented delivery. We will make every effort to process your exchange quickly. Please allow 10 to 14 days for processing from the time we receive it.

Damaged Shipment

All damaged merchandise must be returned in the condition in which you received it. **DO NOT** remove shrink-wrap from damaged CDs as we will be unable to exchange the product for you. Please return it right away so we can send you a replacement.

Please send any damaged merchandise to:

Steeljack Music Group
Suite 414
151-10090 152nd Street
Surrey, BC
V3R 8X8
Canada

The original shipping charges paid by you will not be refunded; but instead applied towards sending replacement merchandise.

Standard Delivery

Orders to Canadian destinations are shipped by Canada Post and will arrive within a specified period depending on the postal service option chosen by you at the time of purchase. Orders to the U.S. are sent via Canada Post and then via the U.S. postal service. All orders to destinations outside of North

America are sent via Canada Post and then your respective country's postal system. We do not insure parcels. Not available for P.O. Boxes or APO/FPO addresses.

If we have been provided with an insufficient or incorrect address and the package is returned, an additional shipping charge will be incurred to resend the package to the correct address. Shipping charges will only be refunded in the case that the error was at the fault of Steeljack Music Group. If more than one address is indicated for delivery of purchased items a separate shipping charge will be applied for each shipping address.

How can I figure out shipping charges before I decide to make a purchase?

Shipping charges are based on the weight and dimensions of your parcel. Prices can be calculated and available to you before you make your actual purchase. Go through the site as though you were going to make a purchase and you will see what your options will be prior to providing any credit card information.

Customer Service

If you have a question or a problem, please contact us by email: info@steeljack.com

Pricing Currency

All orders are processed in U.S. Funds. Your credit card company will make the conversion where necessary.

Credit cards

We accept American Express, Mastercard, Visa, Discover, Paypal, JCB, and Diners Club International via our online shopping cart.

Customs and Import Duties

Your order may be subject to VAT, import duties and/or taxes, which are levied once your package reaches your country. We ship your package DDU, "duties and taxes unpaid", and we do not collect the VAT, duties and/or taxes and cannot predict what your particular charges may be. If you do incur these additional charges, they must be rendered in order for your package to clear customs. For more information regarding your country's custom policies, please contact your local customs office.