Simple Stories

Simple Stories Warehouse Box Sale FAQs – June 2018

What is included in the Warehouse Sale boxes? Do all Warehouse Sale boxes have the same contents?
Each Warehouse Sale box contains $200 retail value of Simple Stories products including 12x12 papers, 6x6 & 6x8 pads, stickers, SN@P! Cards, brads, clips, washi, chipboard and more from collections including Posh, Romance, Sub Zero, Beautiful, Vintage Blessings, Very Merry, Oh What Fun, Summer Days, Cabin Fever, Emoji Love, Domestic Bliss & MORE! While all Warehouse Sale boxes include the same contents with the *same value*, a 2-3% variance in boxes may occur. We will not accept special requests, nor can we provide an exact list of contents. If you're a die-hard fan of Simple Stories products, you will fall in love with this Warehouse Sale!

If I order more than one Warehouse Sale box will I receive the same products?
Yes, however a 2-3% variance in boxes may occur.

How do I purchase a Simple Stories Warehouse Sale box?
Beginning Friday, June 8th, purchase a Simple Stories Warehouse Sale box for $49.99 plus shipping here. Purchase by clicking the PayPal "Buy Now" button. Once you order a box, **your order cannot be cancelled; all sales are final and NO refunds will be processed.**

What if I don't have a PayPal account?
Purchases are *processed* through PayPal and can be made using a PayPal account or a credit card; although all purchases are processed through PayPal you do not need to have a PayPal account to purchase a Warehouse Sale box. To purchase with a credit card without a PayPal account, follow the BUY NOW link and click 'Pay with a debit or credit card' below the login box on the PayPal login screen.

How much is shipping per box?
Shipping within the US is $10.00 per box, $40.00 per box to Canada, and $60 per box anywhere outside of the US and Canada. Shipping is PER BOX and non negotiable.

If I live outside of the US, how do I select the correct shipping so I receive my Warehouse Sale box?
Above the BUY NOW button you'll see a drop down box with Location Options - U.S., Canada and all other International shipments - click the arrow to select an option based on your shipping location. Make sure to select the correct option for your location; if you select the wrong option, Simple Stories will bill you for the correct shipping charge in PayPal before your box is shipped.

Who is fulfilling the Simple Stories Warehouse Sale orders?
All Warehouse Sale boxes are filled and shipped directly from the Simple Stories warehouse in Ogden, Utah; boxes are not available for sale anywhere else.

How soon after I order will I receive my Warehouse Sale box?

Simple Stories' goal is to ship each box within 5 business days; actual shipping times vary based on your location. Orders will be shipped on a first come, first served basis. Simple Stories does not guarantee delivery times or dates.

If you live in the state of Utah and purchase a Warehouse Sale Box, READ BEFORE ORDERING:
For Utah residents, be aware that pick-up is NOT available; all Warehouse Sale boxes must be shipped.

How long will the Warehouse Sale boxes be available for purchase?
The Warehouse Box Sale runs through June 14th 2018, or until the Warehouse Sale boxes sell out. Quantities are limited! Once you order a box, **your order cannot be cancelled; all sales are final and NO refunds will be processed.**

How are the Warehouse Sale boxes shipped?
All boxes are shipped in a 12x12x4 brown cardboard box. Each order will be shipped directly to the address associated with your PayPal account or the address entered if paying by credit card via PayPal. Please verify your shipping address in your PayPal account before ordering; Simple Stories ***is not responsible for addresses that are not correct in PayPal.***

For questions not covered in this document, please email support@simplestories.com with WAREHOUSE BOX SALE in the subject line.