

Online Shopping with The Emerald Empire: We appreciate you as a client and if you are new in buying from us we would like to make your shopping experience as pleasant and easy as possible. As you will discover our policies are simple with no small print.

FAQ's – What about?



- **Payment:** We accept the following major credit cards; Visa, MC, and American Express through our online secure server and shopping cart PayPal. For wire transfers and personal check we will need to make special arrangements with you. [Contact us for details](#).
- **Shipping:** We ship through the United States Postal Service. All items are shipped certified, insured and with a return receipt. Items are shipped as soon as funds clear. If we have made prior arrangements with you regarding a personal check again, we will wait until funds clear [usually 6-10 working days] and then ship it out promptly to you.
- **Sales Tax:** The Emerald Empire is located in the Tampa Bay area of Central Florida. If you are a Florida resident there will be a 6% sales tax added to your total sale amount. Are you outside the state of Florida? No tax will be added to your purchases.
- **Privacy:** We have a strict policy to never share any information you give to us or share your information with any 3rd parties. [Please read our Privacy Statement](#). Your trust and confidence in our business is of the utmost priority to us.
- **Returns:** Items may be returned within 10 days of the date of receipt for a 100% money back guarantee. [Less the shipping charges] We will not accept returns on custom-made pieces or any damaged goods. We will work very closely with you on a custom piece during the whole process. Our goal is to create a custom-piece that will bring enjoyment for years to come.