

STORE POLICIES — Kushions LLC

Effective Date: December 14, 2025

Contact: info@kushionsapparel.com

A) Pre-Sale Policy (Early Investor)

- **Window: Dec 31, 2025 (11:59 PM EST) → Feb 25, 2026 (11:59 PM EST). Orders in this period may be made-to-order and/or subject to MOQs.**
- **Refunds during Pre-Sale: Refunds are allowed within 14 days of your purchase date and only if at least 14 days remain before the Pre-Sale end. No refund requests are accepted during the final 14 days of the Pre-Sale Window.**
- **Production & fulfillment (estimates):**
Standard capacity: production ~4–8 weeks after the Pre-Sale closes; outbound shipping ~1–3 weeks.
High-volume scenario: production ~8–16 weeks; outbound shipping ~2–6 weeks.
We'll update order emails/site if the high-volume timeline applies.
- **Cancellations/Unfulfilled: If an MOQ is not met or an item cannot be produced, we'll notify you and refund if necessary.**

B) Shipping Policy

- **U.S. contiguous: We may offer Free Economy on orders \$175+. Under \$175: Carrier-calculated at checkout. If we are not offering Free Economy on orders \$175+, then all orders will be Carrier-calculated at checkout.**
- **AK/HI & territories: Carrier-calculated rates at checkout.**
- **International (if enabled): Carrier-calculated; recipient pays duties/taxes.**
- **Split shipments: We may split to ship sooner at no extra charge.**
- **Risk of loss: Passes to you upon carrier acceptance.**
- **Undeliverable/Address issues: If returned to sender, we'll offer reship (postage may apply) or refund minus outbound shipping for non-defective items.**
- **Package Protection (If Enabled): May be offered at checkout; claims must be filed within the posted timeframe.**

C) Returns, Refunds & Exchanges (Made-to-Order Pre-Sale)

- **Post-delivery eligibility:** Refunds after delivery are limited to manufacturing defects or our fulfillment errors.
- **No exchanges** (no extra inventory is produced).
- **Condition:** Items must be unworn, unwashed, with original tags/packaging.
- **Return shipping (eligible cases):** Kushions provides a prepaid label.
- **Inspection:** Refunds are issued after inspection. If an item fails inspection, we'll email you with options: (a) pay return postage to have it returned; or (b) forfeit the item and refund.
- **Sizing:** Verify your size before ordering; if you're not comfortable with presale timelines or final-sale rules, consider waiting for official launch.
- **Proof of purchase required.** We may deny returns that do not meet policy conditions.

D) Rewards Program – “Kush Coins”

- **Enrollment:** Earn only when enrolled and logged in (7-day grace to credit coins from a recent order once).
- **Earning & Value:** \$1 → 1 coin; 1 coin = \$0.05 off; coins non-transferable; no cash value; usable on eligible items including Strainz. Coins tied to

refunded/canceled items are revoked; if redeemed, refunds may be reduced.

- **No expiry: Coins do not expire.**
- **Pre-Sale tiers (reset each Pre-Sale; one-time coin drop on first reach):**

Elite (75–299 pts): +100 coins; +1 Golden Ticket entry

Iconic (300–699 pts): +250 coins; +1 entry

Apex (700–1349 pts): +400 coins; +1 entry; 24-hour early access

Legacy (1350+ pts): +600 coins; +1 entry; 24-hour early access; Founders page eligibility

E) Golden Ticket — Short Form

- **No purchase necessary.**
- **Entries: First Pre-Sale order = 1 entry; +1 per tier reached (Elite/Iconic/Apex/Legacy); max 5 entries/person.**
 - **AMOE: Mail a 3"×5" card with full name, email, phone, and “Kushions Golden Ticket” to Kushions LLC, 5495 Terrace Blvd., South Boardman, MI 49680, postmarked 12/31/2025–02/25/2026; limit 1 AMOE entry/person.**
 - **Winner count: 1 winner to start; +1 winner per additional 100 paid orders.**

- **Prize: Strainz hoodie + Strainz tee + 48-hour early access + 4,000 coins. If winner already bought this drop's Strainz hoodie/tee: Originals Pack (Original hoodie + tee + beanie) or defer to next Strainz hoodie + tee; early access + coins still included.**
- **Notice/claim: Winners are emailed and announced on social media; 7-day claim window; if no response, redraw.**
- **Odds/void: Odds depend on total entries. Void where prohibited. We may adjust to comply with law. Full rules available on request.**

F) Strainz Authenticity & Claims

- **Serialization. Each Strainz item is #X/100.**
- **Claiming. QR (tee/hoodie) leads to a claim form. Submit serial + unique claim code, email, optional handle, and photo proof (garment + tag). We review and may approve/deny to protect program integrity.**
- **Transfers. Owner transfers are manual and not guaranteed; may require submissions from both parties, proof of purchase, and—if set—a transfer phrase from the current owner.**

- **Security. Do not share claim codes or transfer phrases. False submissions may void authenticity status and future eligibility.**
- **Early access. Purchasers of Strainz items may receive 24-hour early access to the next Strainz drop (not a guarantee of product availability).**

G) Pricing, Taxes & Fees

All prices are USD and exclude taxes/shipping unless stated. We collect sales tax where we're registered or required to collect. Shipping, handling, and any surcharges (if used) are disclosed at checkout and taxed according to applicable law.

H) Founders Page (Legacy)

Eligibility & consent. Legacy tier customers may submit a Founders Intake (display name, consent, optional handle/avatar).

Moderation & display. We verify eligibility and may edit/decline for clarity or appropriateness. Approved entries appear on our Founders page. To request edits/removal, email info@kushionsapparel.com.

I) Accessibility

We aim to make our Site accessible to all users. If you experience difficulty, email info@kushionsapparel.com with “Accessibility” in the subject line.

J) If Enabled: Buy Now, Pay Later (BNPL)

If BNPL is offered (e.g., Shop Pay Installments / Affirm / Afterpay), your financing is with the BNPL provider and subject to that provider’s terms/privacy policy. Product issues and returns are handled with Kushions per these policies.

K) Contact

**Kushions LLC • Michigan, USA •
info@kushionsapparel.com**

Notice: Store Policies summarize and supplement the Terms of Use; if there is a conflict, the Terms control. Not legal advice.