FAQ here at Horseshoe-Nail-Cross.com

- When will I receive my crosses
- Can I speak to a real person?
- Are your wire colors exactly what I see online
- What shipping carrier do you use?
- Return Policy

When will I receive my crosses

Chuck makes your orders on a first come first serve basis.
Generally, Chuck has your cross order completed within 2 to 3 days.

Sometimes he has a brick and mortar store or organization's order he is working on.
He does try to work in other's orders during those times.

So, be sure to call or email before or after ordering for the exact day if you are in a rush.
Especially if you have a deadline!
We always do our best to get your crosses to you when you need them.

Can I speak to a real person?

Absolutely!
Just give us a call, we are here to serve YOU!
(270)324-2081 (Landline phone with no texting capability)

If you prefer you can write us through email, or our contact page, but the response won't be immediate, unless I am in front of the screen when you write.

Are your wire colors exactly what I see online

Most colors do stay the same. But sometimes the wire manufacture's tint of a color can change and we can not control that.
It does not happen often, but it does happen from time to time.
If you want to make sure of the exact tint, call or email us for a picture of the wire on the spool.

What shipping carrier do you use?

United States Postal Service.
Our primary shipping method is 'Priority Mail' which varies in delivery time from 1 day to 3 days, although USPS does not guarantee exact day.

The only guaranteed delivery is 'Priority Express mail'. This is a 1-2 day delivery. For Express mail, you will need to call or email in order to check the speed, actual cost and day your order will be mailed.

Those ordering less than 25 crosses, we usually ship by regular 'First Class Mail'

What is your return policy?

We are a small home business and each person's order is custom made.
We will gladly pay for the shipping for returning and resending an item that was not ordered.

We don't accept refunds if your color is slightly different than the images.
So if you need to make sure the color's tint hasn't changed, just call or email us before you order, we will gladly send you a picture of the color in question that you have chosen.