

FACES Etsy Shipping Guidelines

It is important that each package that is shipped from the FACES Etsy group is sufficient to ensure the items our customers purchase arrive safely. It's also another opportunity to engage with our customers to encourage them to return to the FACES Etsy shop for future purchases.

IN ORDER TO COMPLETE SHIPPING, YOU MUST HAVE ACCESS TO A PRINTER. You may come to the FACES workshop during Etsy Office Hours weekly to receive assistance with shipping your item.

When an item that you have listed in the FACES Etsy shop is sold, you will receive the following via email. Please reply to the email to confirm receipt.

- Order details (item, shipping method)
- Invoice/packing slip
- Postage paid shipping label

Box Contents - Each package should contain the following:

- Your item that has been prepared to ship - please wrap in plastic bag or wrap to prevent moisture from damaging your item
- Invoice - Please write a thank you message
- FACES tag
- You may include information about your own etsy shop or studio in the package

Shipping Methods:

It is recommended whenever possible that you use a USPS Flat Rate box. Flat Rate shipping boxes are available at any post office and at FACES in Denton.

The sizes that are available are:

- Padded Envelope - 9 ½ x 12 ½
- Small Flat Rate Box - 5 ⅜ x 8 ⅝ x 1 ⅝
- Medium Flat Rate Box 1 - 11 x 8 ½ x 5 ½
- Medium Flat Rate Box 2 - 11 ⅞ x 3 ⅜ x 13 ⅝
- Large Flat Rate Box - 12 x 12 x 5 ½
- Large Flat Rate Box (Board Game size) - 23 11/16 x 11 ¾ x 3

If your item does not fit one of the Flat Rate boxes, please use an appropriate container that is clean, strong, and meets postal regulations. You may reuse a shipping box that you have received in the mail. Make sure to remove or cover any barcodes from prior orders.

Shipping Labels:

The shipping labels that are provided can be printed on plain white copy paper and attached with clear tape. Make sure the tape does not cover any part of the barcode, as the tape can cause the code to be unreadable, resulting in returned shipments or additional postage.