

## **Shelby Farms Park Webstore FAQ**

### **When should I expect to get my order?**

Items are shipped within three business days of being ordered. Receipt of the order varies based on the shipping location.

### **How much is shipping?**

All orders under \$99 ship for flat rate of \$8. Shipping is free for orders \$99 or more!

### **What's your shipping method?**

Orders ship via USPS Priority Mail.

### **Where's my stuff?**

Once your order has shipped, you will receive an email from USPS with a tracking number.

### **Uh- oh. My items arrived damaged. What should I do?**

Email us at [shop@shelbyfarmspark.org](mailto:shop@shelbyfarmspark.org) We'll be happy to coordinate the replacement of your damaged item.

### **I've changed my mind. My item doesn't fit. How do I send this back to you?**

Unused and unworn apparel items may be returned within 30 days of your purchase. Please email us at [shop@shelbyfarmspark.org](mailto:shop@shelbyfarmspark.org) with the word "Return" in the subject field. We'll provide a return authorization number and information on how to ship the item back to us. The credit card used for the purchase will be credited and you can place a new order.

### **Can I purchase these items in the Park?**

Absolutely! You can find all of these online items and even more great Park gifts in our Lake's Edge Gift Shop, located in the First Tennessee Visitor Center.

### **Why does everything have a buffalo on it?**

Have you heard about our herd? Shelby Farms Park is home to a thriving herd of buffalo (American bison)! There are usually about 15 buffalo roaming in their range, which is approximately 50 acres. Learn more about them [here](#).

### **I'm a Shelby Farms Park Member. How do I get my Member discount?**

When placing your order, use the email on file in your Membership profile and your 10% discount will automatically be applied to your order. If you have any questions or need assistance with your Membership, please reach out to our Membership Team at 901-222-7248.

### **How do I become a Shelby Farms Park Member so I can get a discount?**

Join our herd! In addition to getting 10% off your purchase online and in the Lake's Edge Gift Shop, you'll also enjoy lots of other great discounts, perks and special invitations. Become a Park Member today!

### **Help! I still need more info!**

We're happy to help. Please email us at [shop@shelbyfarmspark.org](mailto:shop@shelbyfarmspark.org)

### **Does my purchase help Shelby Farms Park?**

Yes! Thank you! At 4,500 acres, Shelby Farms Park is one of the largest urban parks in the United States, and keeping the Park clean, green and safe is a big job. Your purchase supports those efforts and will help ensure the Park will continue to be a treasured asset for years to come. Want to check out other ways to support the Park? You'll find those right here.