



My Back Office

CUSTOM SNAP

Designer

Frequently Asked Questions

1. How much does a Custom Snap cost?

\$19.99 US/ \$25.99 CA for Original size, and \$22.99 US/ \$27.99 CA for Grand size.

2. How do I order a Custom Snap?

You can order a Custom Snap through a Social, by shopping on your Style Consultant's website or at www.magnoliaandvine.com. Please share a correct, current email at the time of purchase, then, you will receive your Custom Snap Code and design details via email.

3. Can I see what the Custom Snap will look like before ordering?

Once you purchase a Custom Snap you will design it AFTER the purchase is made. During the design process you will see a sample of what your Custom Snap will look like before finalizing your order. Once the order is finalized, the sale is final, and we cannot accept any refunds or exchanges.

4. When will I receive my Custom Snap Code to create my Custom Snap?

If you purchase your Custom Snap through a Social, you must first wait until the Social order is complete and submitted. When making your purchase, please provide your correct email address. Once the Social is submitted, you will receive your Custom Snap Code within 2 hours of submission. If you place a Custom Snap order in an Event/Social online and selected Direct Ship, you will receive your code within 2 hours after your direct ship order was submitted. If you purchase your Custom Snap online and shared your correct email address, you will receive your Custom Snap Code within 2 hours after your purchase is submitted. If you choose to not provide an email address, your Style Consultant's email address will be applied to your order, and she/he will receive the Custom Snap Code. You will need to connect with her/him directly.



5. After I complete the design portion of the process, when will I receive my Custom Snap?

Once your design is finalized, please allow 7-10 business days for production time of your Custom Snaps. Once completed, Custom Snaps will be shipped regular delivery and may take an additional week to arrive. You will receive an email from US Postal Service Endicia with tracking.

6. Can I expedite the shipping for my Custom Snap?

No expedited shipping options for Custom Snaps are available at this time.

7. Are there restrictions on the images I can use?

At Magnolia and Vine, we respect other people's intellectual property rights and enforce our own rights. Please be aware Custom Snaps that have trademarked images will not be accepted without proper approval. Without approval we will cancel the Custom Snap order and issue a refund or allow for a different design to be applied. In addition to refusing to produce any Custom Snaps that infringe on other's trademarks, we also reserve the right to refuse to produce any Custom Snap that we deem to be inappropriate at our sole discretion. In these cases, the order will be canceled and refunded.

8. What if I have permission to use a trademarked image?

Customers wishing to create Custom Snaps using trademarked images must e-mail Customer Support at CustomerSupport@MagnoliaAndVine.com with an approval to use the trademark on the trademark owner's letterhead. This letter must include the customer's name and be signed by the trademark's owner along with the owner's contact information. Be sure to include your Custom Snap order number and code, along with the required approval in your email, and use the subject "Custom Snap Trademark Permission".

9. If I want to order multiples of the same Custom Snap, do I have to upload a photo for each Custom Snap?

No. You may upload an image and select how many Snaps on your order should have the same image.

10. How do I upload an image?

Once you have entered your Custom Snap Code and are ready to create your Custom Snap(s), simply click the Upload Image button and select an image.

11. Are there Custom Snap Designer requirements?

Yes. **IMPORTANT:** The red border indicates where your image should be placed. For best results when designing your Custom Snap, place the focal point of your design as close to the center of the inner circle/red border as possible.

Browser requirements: A recent version of Google Chrome, Mozilla Firefox, Safari and Edge.

Image types: Images must be in the format of JPG, GIF, or PNG. Most cameras save images in the JPG format.

Image Dimensions: Images must be bigger than 300 pixels wide by 300 pixels tall at 72dpi resolution.



File size: Images cannot be larger than 10MB size.

12. What if I don't like the image I uploaded?

You have the capability to upload a new image and make changes to your Custom Snap.

IMPORTANT: you must do so before finalizing your design. Once your order is submitted and you hit finalize, no changes to the Custom Snap design may be made.

13. What if I don't like how my Custom Snap looks once I receive it?

Each Custom Snap is handmade based on the confirmed images you provide. Due to the handmade nature of these Snaps, there may be slight variations between Custom Snaps and no two may be exactly alike. Since Custom Snaps are personalized, all sales are final, and we cannot accept any refunds or exchanges.

14. What is the size of the Custom Snap?

Custom Snaps are either from the 18mm Original Snap Collection or the 30mm Grand Snap Collection. We currently "do not" offer the 12mm Mini Snaps as Custom Snaps.

15. Where are your products made?

Our products are made in China, but the images are printed and assembled in the United States for US orders and Canada for CA orders.

16. Where do you ship from?

We ship directly from our warehouse located in Minnetonka, MN for US orders or Burlington, Ontario, Canada for CA orders.

17. What if the product is damaged?

If the product is damaged due to manufacturer defect, you may return it within 90 days of purchase for a replacement.

18. What is your refund/exchange policy?

All sales are final, and no returns are accepted.

19. Why can't I access my code once redeemed?

Once your images have been uploaded and your order finalized, you are no longer able to make changes to your designs and therefore cannot use your code to access the design tool.

20. Will I be notified when my Custom Snap is shipped?

Yes, if you have provided an email address when creating the Snap, USPS or Canada Post will send a tracking email.

21. Who do I contact with questions or help creating my Custom Snap(s)?

Contact your Style Consultant directly. If you can't reach your Style Consultant, contact Customer Support at 877-630-8399 or CustomerSupport@MagnoliaAndVine.com.



22. Where will my finished Custom Snap be delivered?

When designing your Custom Snap, the last step in the process is to confirm and finalize shipping. The default shipping information will be the address you used when placing your Custom Snap order and this address can be updated during the finalization process.

23. If I am designing multiple Custom Snaps, can I have each of those Custom Snaps mailed to a different address?

No, all Custom Snaps within one order must be shipped to the same address; no split shipments allowed.

24. Will my Custom Snap apply to the everyday customer special “BUY 4, GET 1 FREE”?

Custom Snaps are **not** included in the “BUY 4, GET 1 FREE” special.

25. Are there any quantity limits to how many I can order?

No, but if you are ordering multiple Custom Snaps with the same image, follow the steps to upload one image and select the quantity. All custom snaps within one order need to be designed at the same time. No split orders allowed.

26. Can I use my mobile device to design my Custom Snap?

You can, however the design process is optimal on a computer.

27. How will I know if I successfully submitted the Custom Snap image?

You will see on your final page after submitting the image, “That’s IT”! You are done. Now we’ll get back to work making your Custom Snap(s) a reality. Click on [Download Receipt](#) to receive a confirmation email with order details.