



## **Frequently Asked Questions and More About our Terms and Conditions for Shopping**

### **Billing and Purchasing Online**

You will need to click on the "Paypal" payment bar; we use Paypal for online transactions. If you do not have or wish a Paypal account at this time, please select the option "Pay with Credit Card" and follow the prescribed steps for a purchase.

### **Inventory**

Our online shop offers a limited selection of Western Folklife Center-produced items only. In our Gift Shop, we offer many unique items, from art and books to films, jewelry and music, in addition to products from our premier event, the *National Cowboy Poetry* Gathering (including CDs, books and videos from most of our Gathering performers). And we feature many local Elko County, Nevada, artists, authors and filmmakers.

### **For Telephone Orders or questions, please contact us and visit us in Elko**

775-738-7508, extension 234;  
Toll Free at 1-888-880-5885  
[wfcstore@westernfolklife.org](mailto:wfcstore@westernfolklife.org)

The Gift Shop is open Monday-Friday 10:00am-5:30pm and Saturday until 5:00pm.  
Visit us at 501 Railroad Street Elko, Nevada 89801

### **Membership discounts**

At this time, we regret that membership discounts for merchandise cannot be accepted online. We hope to offer this in the near future.

### **Privacy policy**

Our customer privacy policy is available here: <https://www.westernfolklife.org/privacy-policy>

### **Sales Tax**

The Western Folklife Center is a non-profit 501c(3) organization based in Elko, Nevada. There is no sales tax for items featured in our online store.

### **Satisfaction Guaranteed: Returns and Exchanges**

If for any reason you are not completely satisfied with your purchase, items purchased online at the Western Folklife Center may be returned within 60 days.

To return an item(s), please follow these steps:

1. Place the item(s) in the condition in which it was received in a proper shipping box with appropriate packing material;
2. Using the original packing/shipping slip received with your item, note/specify the reason for return;
3. Indicate whether you are requesting a refund, replacement or exchange; and
4. Return the package to the address below:

### **Western Folklife Center Gift Shop**

Returns Center  
501 Railroad Street  
Elko, NV 89801

Returns will be processed upon receipt. Refunds are made to the purchaser using the original method of payment. If you originally used a credit card for your purchase, your merchandise credit will appear on your card statement within 1-2 billing cycles. Shipping and handling costs are not refundable.

If the returned items were a gift, the refund can only be credited to the purchaser. However, a gift recipient can physically return merchandise for merchandise credit in the Western Folklife Center Gift Shop, 501 Railroad Street, Elko, NV 89801, or contact the Gift Shop at 775-738-7508 extension 234 or toll free 888-880-5885, extension 234 for approval and guidance.

For your protection, we recommend you insure your package for shipping. Additionally, please record any carrier tracking information to verify your returned merchandise reaches our correct return address.

If you have more questions, or if you received your item damaged, please contact us by calling toll-free 1-888-880-5885 to speak to a customer service representative, or email us at: [kharriman@westernfolklife.org](mailto:kharriman@westernfolklife.org).

### **Shipping Information**

We use the United States Postal Service for all shipping. At this time we cannot offer express delivery from Elko.

Shipping costs are calculated based on the merchandise total on the shopping cart page plus 3% for shipping and handling. We ship orders as received and will notify you of any unexpected delay. Not all items may not be shipped at the same time or in the same package. Shipping charges for the entire order are billed when you purchase.

### **International Shipping**

At this time, the Western Folklife Center can only ship orders to the United States. We hope to be able to welcome orders from worldwide customers in the near future.