About Buttonhead

Buttonhead, LLC is independently owned and operated by Ali Puckett and located in central Illinois since 2007. We specialize in making personalized party favors, keepsakes, and promotional items. Our product menu includes customized button pins, magnets, mirrors, sticker labels and temporary tattoos.

Contact

E-mail us anytime! Just use the web form at buttonhead biz.

Ordering

Customer Service: Easy ordering, friendly interaction, good quality items, and fast production are what we're all about. Typically, messages and order submissions are responded to within 1 working day. Upon purchase, customers receive personal confirmation of their order, communication throughout the production process, and a final update when the package has shipped.

Etsy Referrals: If you were referred to Buttonhead via Etsy.com, please be sure to request a custom listing on their site. If you become a return customer and would like use our services again, we encourage you to order directly from our website at buttonhead.biz.

Payment

We accept all major credit & debit cards via Paypal. No account required!

E-checks: E-check orders will be processed when the payment has been approved.

Receipts: A receipt will be e-mailed to you immediately upon purchase. If you would like to have a paper copy included with your shipment, please use the order notes to request one.

Illinois Sales Tax: At the time of payment, a 7.25% sales tax will be applied to the full order amount for orders delivered within the state of Illinois.

Artwork

Client-Submitted Files:

Your Art and Your Rights: Buttonhead assumes that you have the right to reproduce any images submitted. All rights to your artwork are retained by you. We do not reproduce or reuse your images in any way, shape, or form. All artwork remains on-file for 1 year from the date of purchase for easy re-ordering.

Custom-Designed Graphics:

All Rights Reserved: Buttonhead reserves all rights to digital artwork created by the company. This includes but is not limited to text customization made to the tattoo art collection, 'Design Your Own' art, and original custom-designed graphics. Unless otherwise commissioned or negotiated, we do not release or sell our proprietary digital files. Release of digital files for custom artwork is also not included in the sale price.

Custom Design Revisions: Custom design revisions are limited to 2 rounds of reasonable changes. If revisions exceed 2 rounds, additional fees may apply.

Production

Packaging: Unless otherwise noted, items arrive as a loose lot in 1 packaging unit.

Spoilage: Bulk orders in excess of 50 pieces are typically over-filled by 1% to account for any production spoilage that may not have been removed during the quality control process.

Our Equipment:

Printer: HP LaserJet Pro 400 Color M451dw
Electric Machinery: Tecre Model 152 Electric Button Assembly
Manual Machinery: Tecre Models 100, 150, and 225

Shipping

Carrier and Class: The shipping method for each item/quantity is included in the individual product descriptions. Upgraded shipping options may be available during online checkout or contact for a quote.

U.S. Tracking: Delivery confirmation info will be e-mailed to you upon shipment.

Package Insurance: Mailing insurance is available on request, but is not included with standard shipping. If you would like to have a package insured, please contact for a quote.

Local Pickups: At this time, Buttonhead does not have a local pickup option. We apologize for any inconvenience and are planning to offer this service in the future. Currently, all orders are shipped.

International Shipment and Customs: Unless otherwise noted, international shipments do not include detailed tracking information. All orders do include the filing of U.S. Customs PS Form 2976, and the confirmation info will be e-mailed upon shipment. The customer is responsible for knowledge of the import regulations and taxes of their country. All taxes, customs and duty fees are the sole responsibility of the customer. Please be advised that package delivery time can be significantly delayed due to customs regulations. In some instances, it can take up to 30 days for delivery. Customer is responsible for communicating with the local customs office regarding package status and tax. Buttonhead will not mark packages as a gift or misrepresent the value of it's contents.

Refund Policy

We want you to be 100% happy with your purchase. If you have any issues with your order, please contact within 7 days of receipt.

Refundable with Return:

- Product issues due to mechanical print error.
- Product issues due to mechanical assembly error.

Non-Refundable:

- Custom design fees (even in the event of a cancellation or a physical product refund).
- Products which contain a client-approved or client-provided typographical error.
- Products which do not meet graphic alignment, color, or sizing expectations (these aspects are addressed and approved during the ordering and proofing process).
- Any and all shipping costs (initial and/or for a return package).
- Products and shipping cost for packages delayed/lost in transit by the shipping carrier.
- Products and shipping cost for packages delivered or undeliverable to client-provided incorrect shipping address.