

OpiOnion Shipping Co. Terms and Conditions

Last updated: [Insert Date]

These Terms and Conditions apply to all orders placed through OpiOnion Shipping Co. By placing an order, you agree to these terms, our message rules, and our order review process.

OpiOnion Shipping Co. is a novelty message and shipping service. We allow customers to send strong opinions, jokes, criticism, complaints, and other expressive messages on or with an onion. However, this service may not be used to threaten, harass, stalk, intimidate, defame, or harm another person.

1. Acceptance of Terms

By placing an order, submitting a message, or using this website, you agree that:

You are responsible for the message you submit.

You are at least 18 years old.

You have the right to provide the recipient information used for the order.

Your order may be reviewed, rejected, canceled, edited, or refunded if it violates these terms.

If you do not agree to these terms, do not place an order.

2. What We Sell

OpiOnion Shipping Co. sells novelty onion-based message products. Each order may include a handwritten, printed, or otherwise prepared opinion message sent with or on an onion.

This product is intended as a novelty item. It is not intended for consumption. Onion size, color, shape, smell, and appearance may vary.

3. Message Policy

We allow opinions, jokes, complaints, satire, political commentary, and criticism.

We do not allow messages that include or promote:

Threats of violence, death threats, or physical harm.

Harassment, bullying, stalking, intimidation, or targeted abuse.

Encouragement of self-harm or harm toward others.

Hate speech, slurs, or attacks based on protected characteristics.

Doxxing or sharing private personal information, including home addresses, phone numbers, personal email addresses, medical information, financial information, or private workplace information.

Sexual content, especially content involving minors.

Messages directed at minors.

Extortion, blackmail, bribery, coercion, or threats meant to force someone to act.

Impersonation of another person, company, government agency, campaign, or organization.

False claims presented as fact, including unsupported accusations of crimes or serious misconduct.

Instructions to commit illegal acts or encouragement of illegal behavior.

Spam, scams, phishing, or commercial solicitation.

Repeated unwanted contact with the same recipient.

A good rule of thumb: strong opinions are allowed. Threats, harassment, and abuse are not.

4. What Counts as an Opinion

An opinion is a subjective statement, belief, criticism, preference, joke, or viewpoint.

Examples of opinions that may be allowed:

"I think your parking policy is terrible."

"You should reconsider this decision."

"Pineapple on pizza is wrong."

"This is the worst idea I have heard all year."

Examples of messages that may be rejected:

"I am going to hurt you."

"Everyone should harass this person."

"Here is their home address."

"This person committed a crime" unless clearly written as opinion and legally safe.

A message that is only an insult, threat, command, unsupported accusation, or personal attack may be rejected.

5. Rewrite Attempts

If your message does not meet our Message Policy, we may allow you to rewrite it.

Customers may receive up to two rewrite attempts per rejected message.

If the message still does not meet our policy after two rewrite attempts, we may cancel the order.

If an order is canceled before production, we may issue a refund at our discretion. We reserve the right to deny service or refuse future orders if we believe the order was abusive, fraudulent, unsafe, or intentionally harmful.

6. Right to Review, Refuse, Edit, or Cancel Orders

Submission of a message does not guarantee that it will be produced or shipped.

We reserve the right to review, refuse, cancel, edit, or decline any order for any reason, including messages that we believe are threatening, harassing, unlawful, unsafe, abusive, or outside the spirit of the service.

We may make minor edits for spelling, punctuation, spacing, capitalization, formatting, or length. We will not intentionally change the main meaning of an approved message without customer approval.

7. Serious Threats and Safety Concerns

If we believe a message contains a credible threat of violence, self-harm, harassment, stalking, illegal activity, or other serious safety concern, we may preserve order information and provide it to law enforcement, payment processors, shipping providers, or other appropriate parties.

Using this service to threaten, harass, or harm another person is strictly prohibited.

8. Recipient Rules

Customers are responsible for providing accurate and lawful recipient information.

You may not use this service to stalk, harass, intimidate, or repeatedly contact someone.

We may refuse repeat orders to the same recipient if we believe the service is being misused.

We may maintain an internal do-not-send list for recipients who contact us and request not to receive future orders.

For orders sent to public officials, politicians, candidates, agencies, or public offices, messages should be sent to an official public office, campaign office, or publicly listed mailing address. Do not submit private home addresses for public figures.

9. Anonymous Messages

Customers may be allowed to hide their name from the recipient when placing an order.

Anonymous to the recipient does not mean anonymous to OpiOnion Shipping Co. We may retain customer and order information for payment processing, fraud prevention, safety review, legal compliance, customer support, and business records.

10. Shipping and Delivery

Shipping times are estimates and are not guaranteed.

We are not responsible for delays caused by shipping carriers, weather, incorrect addresses, rejected deliveries, mail screening, holidays, or events outside our control.

Because this product includes a real onion, the item may change during shipping. It may soften, blemish, sprout, smell, or otherwise degrade. This is part of the nature of shipping a perishable novelty item.

The recipient may dispose of the item at any time.

11. Refunds, Replacements, and Cancellations

Because each order is custom, refunds are limited.

We may provide a refund or replacement if:

We made a clear production error.

We shipped the wrong message.

We shipped the wrong item.

We cancel the order before production.

We generally do not provide refunds for:

Incorrect recipient information provided by the customer.

Delivery delays outside our control.

Recipient refusal or disposal of the item.

Messages rejected after repeated policy violations.

Orders already produced or shipped.

We reserve the right to handle refunds, replacements, or store credits on a case-by-case basis.

12. Customer Responsibility

You are solely responsible for the content you submit, the recipient information you provide, and your use of this service.

You agree not to use OpiOnion Shipping Co. for unlawful, harmful, threatening, harassing, abusive, or deceptive purposes.

You agree to indemnify and hold harmless OpiOnion Shipping Co., MSW Innovations LLC, its owners, employees, contractors, vendors, and service providers from claims, losses, damages, or expenses related to your message, your recipient information, or your misuse of the service.

13. No Affiliation or Endorsement

OpiOnion Shipping Co. is not affiliated with, endorsed by, sponsored by, or approved by any recipient, public official, political candidate, campaign, government agency, company, or organization unless specifically stated.

Any message submitted by a customer reflects the customer's view, not the view of OpiOnion Shipping Co.

14. Use of Submitted Content

By submitting a message, you give OpiOnion Shipping Co. permission to use, reproduce, format, write, print, photograph, package, and ship that message as needed to fulfill the order.

We may use anonymized or edited examples of messages for internal review, training, quality control, or marketing, unless prohibited by law or unless we choose not to do so.

We will not intentionally publish private customer contact information or private recipient information.

15. Privacy and Order Records

We may collect customer names, email addresses, payment information, recipient information, submitted messages, shipping details, and order history.

We use this information to process payments, fulfill orders, prevent abuse, review safety concerns, provide support, comply with legal obligations, and improve the service.

Payment information may be processed by third-party payment providers. Shipping information may be processed by third-party shipping providers.

We may retain order records for business, legal, safety, fraud prevention, and customer support purposes.

16. Changes to These Terms

We may update these Terms and Conditions at any time as the business grows, laws change, or new issues arise.

The version posted on this website at the time of order will generally apply to that order.

Continued use of the website after updates means you accept the updated terms.

17. Contact

Questions about these terms, an order, or a message review can be sent to:

[Insert Contact Email]

OpiOnion Shipping Co.

Operated by MSW Innovations LLC

[Insert Business Address or Mailing Address, if desired]