

# ÉCLECTIQUE CRAFTS & GIFTS POLICIES

## ***Customer Satisfaction Is Paramount.***

Please take a moment to read Éclectique Crafts & Gifts' policies.

### **Acknowledgement and Acceptance of Éclectique Crafts & Gifts Policies**

The policies of Éclectique Crafts & Gifts comprise the entire agreement between you and Éclectique Crafts & Gifts, and supersede all prior agreements between you and Éclectique Crafts & Gifts regarding the subject matter contained herein. **BY ORDERING PRODUCTS, YOU AGREE TO BE BOUND BY ALL OF THE TERMS OF THE POLICIES HEREIN.**

### **Modifications to Policies**

Éclectique Crafts & Gifts may change its policies at any time, and without actual notice to you. All such changes to these policies will be posted on the Éclectique Crafts & Gifts website. By using the Éclectique Crafts & Gifts website after any changes are posted, you agree to be bound by those changes. If at any time you choose not to accept these policies or any modifications to these policies, you must stop using the Éclectique Crafts & Gifts website. Continued use of the Éclectique Crafts & Gifts website, shall constitute your acceptance of the then current version of these policies.

### **Rights and Usage**

Violations will result in the applicable legal action.

- **Éclectique Crafts & Gifts Website:**

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- **Purchased Works:**

Unless explicitly assigned in writing, the buyer does have the right to use purchased works commercially, without the artist's permission. This includes, but is not limited to making copies/prints/reproductions for sale, creating digital images for licensing, or uploading images to POD (Print On Demand) services.

### **Store Credit**

For clarification, the term *Store Credit*, refers to an Éclectique Crafts & Gifts gift card.

### **Gift Cards**

Gift cards will be delivered electronically. Once the gift card is purchased, you will receive an email confirmation of the purchase. The gift card will be issued on the date requested, and will appear in the recipient's inbox.

- Gift cards have no expiration date.
- Gift cards must be used in the currency stated on them (e.g. - the currency the gift card was purchased in).
- Gift cards have no fees, and can be used on products available on [eclectiquecrafts.com](http://eclectiquecrafts.com).
  - Exclusions may apply.
- Gift cards are not redeemable for cash, and accrue no interest.
- Gift cards cannot be exchanged, or redeemed for additional gift cards.
- Gift cards are non-refundable.
- Gift cards are not reloadable.

### **Original Piece and Rare Find:**

Items designated as an *Original Piece*, or *Rare Find*, are uniquely designed/crafted items.

- Reproductions of these pieces may be created.
- The masters used in creating these items (i.e. – original sketches), may be used for other purposes, such as licensing.

### **Limited Edition**

Items designated as a *Limited Edition*, have only a limited number of productions made, and/or will only be available for a specific amount of time.

- The masters used in creating these items (i.e. – original sketches), may be used for other purposes, such as licensing.

### **Ordering, Processing and Shipping**

Depending upon the method of shipping you choose for your order, receipt of your order can take approx. 7 - 10 business days. This allows for both processing, and shipping times.

- **Ordering:**

Orders can be placed electronically (i.e. - online, via email, etc.), in-person, or by phone.

- **Processing:**

Business hours are 8a.m. – 5p.m., Mon. – Fri., Central Time. Orders placed during normal business hours, will be reviewed for processing, the same day they are received. Orders placed outside of normal business hours, will be reviewed for processing, on the next business day. Once your order has been processed, you will receive an email confirmation.

- **In-Stock Items:**

In-stock items will be prepared for shipping, once your order has been processed. The timeframe for receipt of your order, is dependent upon the method of shipping you choose.

- **Made-To-Order Items:**

Once your order has been processed, production will begin on made-to-order items. The timeframe for receipt of your order, is dependent upon the production time of the item(s), and the method of shipping you choose.

- Production times are outlined in the product description of each item.
- Once production is complete, the item(s) will be shipped.

- **Shipping:**

Shipping is available within the contiguous United States, excluding Hawaii, Alaska, and APO/FPO/DPO addresses. Once your order has been shipped, you will receive an email confirmation, with your tracking information.

- **Fees:**

- Shipping fees are calculated during the checkout process. Large/Heavy items, may incur a handling fee.

- **Delivery Speed:**

- **Standard:** Order arrives within 3 - 5 business days of being shipped.
  - Select items receive free Standard shipping.
  - Applicable handling fees, may apply.
- **Express:** Order arrives within approx. 2 business days of being shipped.
- **Next-Day:** Order arrives within 1 business day of being shipped.

- **Lost Packages:**

Please be advised, once your order has shipped, it then becomes the responsibility of the carrier. If you believe that your order has been lost/stolen, please contact the carrier immediately.

- Refund requests for a lost/stolen order, should be submitted using the Éclectique Crafts & Gifts **Contact** form, with **Lost Package** as the **Subject** line.
  - It is at the discretion of Éclectique Crafts & Gifts to approve a refund, for a lost/stolen order.
    - Refunds will be issued as a store credit.

## **Order Cancellations:**

- **In-Stock Items:**

- An order can be cancelled, for a full refund, if the order has not been processed.

- Refunds will be issued as a store credit, or as the original form of payment.
  - If the order has been processed, but has not shipped, a 10% cancellation/restocking may be assessed.
- An order cannot be cancelled, once it has shipped.
- **Made-To-Order Items:**
  - Production begins on made-to-order items, once the order is processed. An order can be cancelled for a full refund, only if the order has not been processed.
    - Refunds will be issued as a store credit, or as the original form of payment.
      - If the order has been processed, but production has not been completed, a cancellation/restocking fee will be assessed. The fee assessed, will be the equivalent of the amount of work completed on the item(s).
        - **Example:** If the item is 20% complete, at the time of cancellation, a 20% fee will be assessed.
      - If production has been completed, even if the item has not shipped, no refund will be given.
  - An order cannot be cancelled, once it has shipped.

## **Refunds and Exchanges:**

Merchandise can be returned for an exchange, replacement or refund. It is at the discretion of Éclectique Crafts & Gifts, to approve submitted requests.

### • **Limitations:**

You will be provided ample opportunity to review, revise, and/or cancel your order, before it is submitted. By submitting your order, you agree that there are no further additions, corrections, or changes needed; your order is correct as-is.

- If a return request is due to buyer's remorse, or for any error on the part of the customer (i.e. – the incorrect item was ordered, etc.), the request may be denied.
  - If the request is approved:
    - Refund will be issued in the form of a store credit.
      - Any applicable fees will be deducted from the refund.
    - Return shipping charges, will be the responsibility of the customer.
    - A 10% restocking fee may be assessed.
    - An item can only be exchanged, for the same type of item.
      - The customer will be responsible for paying additional costs, if the requested item is of greater value.

- If the requested item is out of stock, or otherwise unavailable, a store credit will be issued.
- The returned item(s) must be received undamaged, and in resalable condition.
  - If the item is not received undamaged, and in resalable condition, the customer will incur the cost of the item. A refund will not be issued/an exchange will not be allowed.
- If a return request is due to an error on the part of Éclectique Crafts & Gifts (i.e. – a defective/damaged product, the incorrect product being shipped, etc.), the item can be returned free of charge.
  - The returned item(s) must be received undamaged, and in resalable condition.
    - If the item is not received undamaged, and in resalable condition, the customer will incur the cost of the returned item. A refund/replacement will not be issued/sent.
      - Applies only to return requests, which are not due to the customer having received a defective/damaged item.
  - Once the item is received, a replacement item will be sent, or a refund will be issued.
    - Refunds will be issued as a store credit, or in the original form of payment.
- **Submitting A Return Request:**

Return requests, should be submitted using the Éclectique Crafts & Gifts **Contact** form, with ***Merchandise Returns*** as the **Subject** line.

  - Requests must be submitted within 7 calendar days, of receipt of the product(s).
    - Once a request has been reviewed, you will receive an email, indicating its approval or denial.

### **Custom Orders/Commissions:**

The fulfillment of custom orders/commissions, is dictated solely by the terms of the contract between Éclectique Crafts & Gifts and the client/customer.