

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

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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, it will be issued on the requested date, and will appear in the recipient's inbox. You will receive an email confirmation of the purchase.

- Gift cards must be used in the currency stated on them (e.g. - the currency the gift cards were purchased in).

- Gift cards have no fees and can be used on products available on eclectiquecrafts.com.
 - Exclusions may apply.
- Gift cards are not redeemable for cash and accrue no interest.
- Cannot be exchanged or redeemed for additional gift cards.
- It is not possible to refund the purchase of a gift card.
- Gift cards do not have an expiration date.

Ordering, Processing and Shipping

- **Ordering:**

Orders can be placed electronically (i.e. – online, via email, etc.). Phone orders are not excepted, at this time.

- **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 the next business day for processing. 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. Once production is complete, the item(s) will be shipped. Production times are outlined in the product description of each item. The timeframe for receipt of your order, is dependent upon the production time of the item(s), and the method of shipping you choose.

- **Rare Find:**

Items designated as a Rare Find, are uniquely designed/crafted items. No reproductions of the items were/will be made. These items are in-stock, and 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.

- The masters used for the design/crafting of these items (i.e. – original sketches), may be used for other purposes, such as licensing.

- **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.

- **Shipping:**

Shipping is available within the contiguous United States, excluding 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.
- **2-Day Express:** Order arrives within 2 business days of being shipped.
 - Applicable handling fees may apply.
- **Next Day:** Order arrives within 1 business day of being shipped.
 - Applicable handling fees may apply.

- **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 ASAP.
- Requests for the replacement of a lost/stolen order, should be submitted using the Éclectique Crafts & Gifts **Contact** form, with ***Order Replacement*** as the **Subject** line.
 - It is at the discretion of Éclectique Crafts & Gifts to replace a lost/stolen order; the customer may incur fees.

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.

- **Custom Orders:**

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

Returns:

Merchandise can be returned for an exchange, replacement or refund.

- **Submitting an Exchange/Refund Request:**

- Requests for an exchange/replacement/refund should be submitted using the Éclectique Crafts & Gifts **Contact** form, with *Merchandise Returns* as the **Subject** line.

- Requests for an exchange/replacement/refund must be submitted within 7 calendar days of receipt of the product(s).
- Once a request has been approved:
 - The item will need to be returned. Fees may be incurred, for return shipping.
 - Once the item is returned, 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.

- **Limitations:**

- You will be provided ample opportunity to review, revise, and cancel your order before it is submitted. By submitting your order, you agree that you have reviewed your order and that no further additions, corrections or changes need to be made; your order is correct as-is. If a request for an exchange or return is due to buyer's remorse, or for any error on the part of the customer (i.e. – the incorrect item was ordered, etc.):
 - Return shipping charges, will be the responsibility of the customer.
 - A 10% restocking fee may be assessed.
 - The returned item 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/replacement will not be issued/sent.
- If a request for a return is due to an error on the part of the 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 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 that are not due to the customer having received a defective/damaged item.