

# *Policies & Procedures*

## **DELIVERY**

All products ship via UPS Ground unless special arrangements are made prior to shipping.

## **PRICING**

Belletrist Design Loft reserves the right to change or update listed pricing at anytime. We reserve the right to refuse or cancel any order due to a typographical error in pricing. All prices are in U.S. dollars. Our offices are located in Texas. Texas residents are subject to local sales tax.

## **PAYMENT OPTIONS**

Belletrist Design Loft accepts orders online, via email and by FAX. We accept Visa and MasterCard. All prices are in U.S. dollars and will be billed in U.S. dollars according to the credit card company's policies. We accept personal checks, company checks and money orders drawn on U.S. banks. Processing of your order will occur once the check has cleared the bank, which may take up to seven business days.

## **SHIPPING RESTRICTIONS**

Belletrist Design Loft ships Monday - Thursday.  
We do not ship on weekends or national holidays.  
We do not ship to P.O. Boxes.

## **DAMAGE CLAIMS**

While extra care is taken in packaging your order to reduce the risk of damage you should examine your shipment upon arrival. If your shipment has damage call the carrier immediately to report a claim. All shipments are insured for the exact value. Once the claim is reported to the carrier, please contact us and we will help expedite the replacement of your order.

**Replacement product will be billed to you the same as the original order.  
Monetary reimbursement for your claim will be made by the carrier not by Belletrist Design Loft.**

## **RETURNS & EXCHANGES**

In the event of a printing error on your order, please contact us within 3 business days after receiving your printed order, so that we may correct the error. Reprinted orders will be given priority attention.

If the mistake is an error on Belletrist Design Loft's part there will be no additional cost to the customer and a return merchandise number (RMA) will be issued for a UPS pick up from the location of your choice.

If the mistake is a customer error, the order will be reprinted to the customer's satisfaction and the customer is responsible for the cost of the reprinted order and any additional shipping.

Unprinted orders of the Envelopments® line are drop shipped directly from the manufacturer to the customer. All sales of unprinted items from the Envelopments® line are final. There are no refunds or exchanges.