

# GALERIE ÉCLECTIQUE STORE POLICIES

## *Customer Satisfaction Is Paramount.*

Please take a moment to read the Galerie Éclectique Store policies.

### **Acknowledgement and Acceptance of Galerie Éclectique Store Policies**

The policies of the Galerie Éclectique Store comprise the entire agreement between you and Galerie Éclectique, and supersede all prior agreements between you and Galerie Éclectique 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**

Galerie Éclectique may change its policies at any time, and without actual notice to you. All such changes to these policies will be posted on the Galerie Éclectique website. By using the Galerie Éclectique Store 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 Galerie Éclectique Store. Continued use of the Galerie Éclectique Store, shall constitute your acceptance of the then current version of these policies.

### **Rights and Usage**

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### **Store Credit**

To clarify, the term *store credit*, refers to a 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 [galerieeclectique.com](http://galerieeclectique.com).
  - Exclusions may apply.
- Gift cards are not redeemable for cash and accrue no interest.
- Cannot be exchanged or redeemed for additional gift cards.
- Gift cards are non-refundable.

## **Rare Find**

Items designated as a *Rare Find*, are uniquely designed/crafted.

- 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.). Phone ordering, is not available 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.

- **Galerie Éclectique Store Shipping:**

Orders for items from the Galerie Éclectique Store, are fulfilled by a third-party vendor. Once your order has been processed, it will be sent for final fulfillment.

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:**

- \$7.00 Standard Flat Rate: Order arrives within 5 – 7 business days of being shipped. Email confirmation contains tracking information.
  - Orders of \$35 (excluding tax) or more receive free Standard shipping.
- \$14.00 Express: Order arrives within 1 – 3 business days of being shipped. Email confirmation contains tracking information.
  - Orders of \$100 (excluding tax) or more receive free Express shipping.

- **Direct From The Artist 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.
- **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 ASAP.

- Requests for a refund of a lost/stolen order, should be submitted using the Galerie Éclectique **Contact** form, with **Lost Package** as the **Subject** line.
  - It is at the discretion of Galerie Éclectique to approve a refund, for a lost/stolen order.

- Refunds will be issued as a store credit.

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

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

### **Order Cancellations:**

- **Galerie Éclectique Store:**

- An order can be cancelled, for a full refund, if the order has not been processed.
  - An order cannot be cancelled, once it has been processed.
  - Refunds will be issued as a store credit, or in the original form of payment.
- An order cannot be cancelled, once it has shipped.

- **Direct From The Artist:**

- 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 in 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.

### **Refunds and Exchanges**

- **Galerie Éclectique Store:**

- Unless otherwise noted, merchandise can be returned for an exchange only.

- **Direct From The Artist:**

- Unless otherwise noted, merchandise can be returned for a store credit only.

- **Submitting an Exchange Request:**

- Requests for an exchange should be submitted using the Galerie Éclectique **Contact** form, with *Merchandise Returns* as the **Subject** line.
- Requests for an exchange must be submitted within 7 calendar days of receipt of the product(s).
- Once an exchange request has been approved, a replacement item will be shipped to the customer, free of charge.

- **Galerie Éclectique Store Limitations:**

- An item can only be exchanged, for the exact same item.
  - If the item is out of stock, or otherwise unavailable, a store credit will be issued.
- A request for an exchange will only be approved, when there is an error on the part of the Galerie Éclectique Store (i.e. – a defective/damaged product, the incorrect product/size being shipped, etc.).
- Exchanges will not be approved for buyer's remorse, or for any error on the part of the customer (i.e. – the incorrect size was ordered, the incorrect shipping address was given, etc.). You will be provided ample opportunity to review, revise and cancel your order before submitting it. 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.

- **Submitting a Direct From The Artist Return Request:**

- Requests for a return should be submitted using the Galerie Éclectique **Contact** form, with *Merchandise Returns* as the **Subject** line.
- Requests for a return must be submitted within 7 calendar days of receipt of the product(s).
- Once a return request has been approved:
  - The item will need to be returned to the artist. Fees may be incurred, for return shipping.
  - Once the item is returned, a store credit will be issued.

- **Direct From The Artist 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 a 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 will not be issued.
- If a request for a return is due to an error on the part of the artist (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.