

# 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 Galerie Éclectique gift card.

### **Gift Cards**

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

### **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:**

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**

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

- Merchandise cannot be exchanged.
- **Submitting a 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.
- **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 there are no further additions, corrections, or changes needed; 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.
      - Applies only to return requests that are not due to the customer having received a defective/damaged item.