

# 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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### **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 online only.

- **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.

- **Fees:**

- \$5.00 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.
- \$12.00 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.

- **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 Galerie Éclectique **Contact** form, with ***Order Replacement*** as the **Subject** line.
  - It is at the discretion of Galerie Éclectique to replace a lost/stolen order; the customer may incur fees.

## **Refunds and Exchanges**

Merchandise can be returned for an exchange 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 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.

- **Limitations:**

- An item can only be exchanged, for the exact same item.
- 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 the opportunity to review, revise and cancel your order before submitting your order. 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.