

## Terms and Conditions

Grace Designs Website is owned and operated by Alleman Investments LLC

### General Return Policy - Non-Defective Product

By placing an order on this website or by telephone order, you agree that you have read and understood the following return and exchange policies and conditions. Based upon the condition in which your return is received by our warehouse and within our discretion, the following categories, listed below, shall apply to the amount of the refund that you are entitled to.

For your protection, we recommend that all returns be insured against loss and shipped by a carrier with tracking capabilities. You are required to pay all costs related to the return shipping unless the item is deemed damaged, defective or a shipping error on our part. Upon receiving and inspecting your returned product, we will determine the appropriate refund category that is applicable to your return and your credit card will be reimbursed accordingly.

Please allow 5-7 business days from the time we receive your return to process your refund. You will receive an email confirming our receipt of your return and the amount of the credit issued to your credit card.

### Personal Data

Please remove all personal data prior to returning products. Neither Grace Designs nor Alleman Investments LLC is responsible for any personal data left on or in these items.

### Full Refund

All returns, with the exception of the non-returnable items listed below must include the following criteria to receive a full refund. This does not include your original shipping fees. All returns must be received by our warehouse within 30 days from the date of delivery.

- Original packaging (manufacturer's box, packing material, etc.)
- Original packing slip and manufacturer's documents, including manuals, warranty cards, registration information, etc.)
- All accessories included with the product.

### Partial Refund

All returns, with the exception of the non-returnable items listed below must include the following criteria to receive a partial refund. This does not include your original shipping fees. All returns must be received by our warehouse within 30 days from the date of delivery.

- Items returned with partial or no original packaging material shall be subject to a repackaging fee, up to 25% of the product price.
- Items returned without original packing slip and/or partial or incomplete manufacturer's documents shall be subject to a repackaging fee, up to 25% of the product price.
- Items returned without accessories shall be subject to special charge for the missing accessories plus a repackaging fee, up to 25% of the product price.

#### Non-Returnable Items

The following is a list of criteria and items that is non-returnable.

- Custom Designed Trees over 6' –to include any tree over 6 feet with “Custom Designed Tree” written in Original Invoice
- Custom designed Flower arrangements
- All returns not received by the warehouse within 30 days of delivery will not be accepted for a refund, and your package will be returned to you.
- Items purchased from sellers outside of this website.

#### Exchanges

To exchange a product you have purchased that is non-defective, with the exception of the non-returnable items listed above, please return the item you received, following the appropriate return policy and time frames provided above, and place a new order for the item you would like. We recommend that you place your new order as soon as possible.

#### Damaged or Defective Product

If you receive a damaged or defective product, please contact Customer Service, within 30 days of delivery, at [info@gracedesigns.net](mailto:info@gracedesigns.net) to resolve the problem. Any product determined to be damaged in transit or defective will be issued a return merchandise authorization (RMA) by customer service. You will have the option of replacing the item or receiving a full credit for the product and all shipping costs associated with the delivery and return of the product.

#### Shipping Errors

If you receive an item that you did not order, please contact us, within 30 days of delivery, at [info@gracedesign.net](mailto:info@gracedesign.net) We will promptly issue a call tag for the return of the item and a refund for the product and shipping costs related to that item. You will receive a full credit for the product and all shipping costs associated with the delivery and return of the product.

