

CustomPhotoBook.com

GENERAL TERMS AND CONDITIONS

Prices and terms are subject to change without notice.

PRICES:

Orders are accepted on the basis that they will be invoiced at prices and terms in effect at the time of shipment. Discounts or promotion coupons are not valid when other discounts or promotions are in effect.

PAYMENTS:

70% non-refundable deposit will be charged upon placement of the order, the balance is due when the customer has approved the final design.

CustomPhotoBook.com reserves the right to charge your account the total order amount in advance based on your prior payment and credit history.

CANCELLATION POLICY:

Standard orders: 70% of the order value will be charged to the customer upon ordering and is non-refundable.

SHIPPING:

The customer will be responsible for the cost of shipping their order and materials to CustomPhotoBook.com.

Orders will be shipped back via UPS, chargeable to customer at time of shipping.

TIME OF DELIVERY:

Orders will be filled with reasonable promptness. Normal lead-time averages 9 weeks. Missing materials, incomplete order forms, incorrect or expired credit cards, and extensive changes to layout's will result in longer lead-times.

To ensure your order is delivered on time, please make sure your address is current (we can not ship to PO boxes). It is the customer's responsibility to provide CustomPhotoBook.com with the correct shipping details; CustomPhotoBook.com will not be responsible for lost or late shipments if the information given is incorrect. Customers will be responsible for the cost to re-route orders if the information provided was incomplete.

SHORTAGE OR DAMAGE:

In case of any shortage or damage, notify at once the delivering transportation company and file a claim promptly. Damaged products could be the responsibility of the carrier and should be refused if delivered in poor condition. After contacting the carrier notify CustomPhotoBook.com.

RETURNED GOODS:

No merchandise is to be returned without advance authorization. All return requests must be made within 24 hours upon receipt of merchandise. Once you receive an RMA, the merchandise must be shipped within 48 hours. All returns must include a return authorization number printed on 2 sides of the return package and on a note explaining the reason for the return inside the package. CustomPhotoBook.com may deny products packaged poorly when returned.

PLACING AN ORDER:

Send all orders to:

CustomPhotoBook.com
1400 Big Bull Run
Cedarville, WV 26611

CustomPhotoBook.com will not be responsible for errors if information is incorrect or incomplete on the order form, or supplied after the order was submitted. No orders will be accepted over the phone (mail, email, or fax only). A copy of your order form should be faxed to us. All orders must include our order form and any special instructions. Please refer to the order form or support documents for additional details on how to prepare your materials.

CUSTOMER SERVICE:

Sales and Marketing questions:

Voice: (304) 765-3205

FAX: (419) 821-5390

Service hours: 9:00 AM – 6:00 PM (Monday- Friday)CST

Email: book@customphotobook.com

Website: www.customphotobook.com