

## Policies at Noelle's Pillows

Notice to our valued clients: All orders are custom and take **3-4 weeks** to hand craft due to overwhelming amount of orders we receive. If you need it sooner phone us so we can gladly place your order on RUSH. A \$25.00 fee will be applied.

Placing an order either by phone, Etsy, or by clicking "checkout" in the shopping PayPal shopping cart mode states that you have read, understand, and agree to our terms and policies. We strictly follow our policies; do take the time to read them.



### Quality Client Service - Custom for You

- Quality Custom Crafting - We promise to provide our clients with high custom quality using the best and exclusive fabrics.
- Everything is Custom - The most unique aspect of our company that sets us apart from others, is that every order is custom. The moment you choose our service, your unique item is hand crafted for you by our Design Artisans.
- Client's Fabric - Our most beloved features our clients rave about is the option to provide us with their own fabric for our Design Artisans to use.

- Unique Designs - If you don't see a design currently offered in our boutique, please contact a Design Artisan for details on how you may be able to get the vision in your imagination turned into reality. We will then provide an estimated quote for you.

- Policies - Please take the time to read our policies as we strictly follow them. Phone us if you have any questions.

## To our clientele, our promises to you.

### Client Service is Number One - All Orders at Noelle's Pillows are custom.

We're a service driven company. When you order from us, you're actually employing the services of a Design Artisan (seamstress) to handcraft a unique item for you. Feel confident that each item is made especially for you right here in the USA.

### "No Shelf" Policy - Every Order is Custom

We keep nothing in "stock" or "on the shelves" except the fabric to hand craft our designs (and when we sell our discounted special items on Etsy). This sets us apart from all the others. You never get a re-sent or recycled item that was originally intended for someone else. We guarantee you the best quality product consistently. The moment you place your order, our Design Artisans go to work hand crafting your unique item for you. If you order on Etsy, it is still an item that will be specially hand crafted for you at the time of ordering.

## **Quality Custom Crafting Guarantee**

We want you to be 100% satisfied with the quality of your order and promise to provide the highest quality pillow or bedding we can. We only use the highest quality fabrics from velvets, panne, Dupioni Silks, Bridal Satins, 100% cotton and flannels. We use 1/2 inch high loft polyester fiber batting for all comforters and baby crib quilts. Should you require a thicker batting, you may request it for an additional cost.



## **Environmental Impact**

### **Going Green**

Noelle's Pillows cares about the environment and does its best to help the ecosystem by not being wasteful with its resources. We proudly recycle boxes, paper, and other materials. We use a limited amount of recycled paper as we try to do most things digitally, and have now introduced a special Design Line: Organic Collection. Look for more Green Information in our company as we grow & learn.

### **New Organic Collections**

By popular request we now provide you with an environmentally friendly alternative to our already existing designs. Everything in this section is made from certified organically grown cotton. The fabric used to create our exclusive designs contain no: formaldehyde, pesticides, or sizing. In some cases we use natural hemp or another type of natural material. If item (s) are not all 100% certified organically grown we will inform you, but rest assured you're still helping our environment by using a natural and bio-degradable material which is earth friendly. Our thread, filling & batting for this collection is also made from 100% certified organic cotton. These items are only available via special request and will indeed cost a bit more.

## **Security**

### **On-line Security**

We know how important feeling secure about your on-line purchase is. We want to assure you that you can safely and securely use our payment processing system and have your information protected. Upon checkout, you'll be taken to a secured page (https) via PayPal where you can insert your payment information safely. We use PayPal as our secure gateway portal to process all of our client's purchases. Always feel free to phone in your order. We're more than happy to assist you.

## **Shipping**

### **Shipping Policy**

3-4 weeks from order date. Delivery time will vary depending on the shipping method chosen. Make sure you correctly select the shipping method of your choice when you check out so we can ensure you get your order in a timely manner. If you have any questions, or need it even faster (a RUSH order service charge will apply) please call us. For smaller sized items Noelle's Pillows reserves the right to ship USPS. Your package will be insured for minimum of \$100.00.

### **Shipping Quotes**

You have 2 choices: UPS or USPS

1) UPS - Upon checkout, you will be given a live online UPS quote for shipping your item. This is directly from UPS and not Noelle's Pillows. We cannot give you an exact amount but

this is an estimate of what you can expect. Always call us if you have questions or concerns, we want to help you and are also concerned about the rising fuel prices and surcharges being passed on to all consumers and producers.

#### UPS

Cart Total            Estimated Shipping Fees

\$0.00 - \$25.00 = \$8.95-\$12.95 (depending on your location and item bulk weight)

\$25.01 - \$55.00 = \$12.95-\$15.85 (depending on your location and item bulk weight)

\$55.01 - \$75.00 = \$15.85-\$22.26 (depending on your location and item bulk weight)

\$75.01 - \$100.00 = \$22.26 - \$35.07 + (depending on your location and item bulk weight)

2) USPS - If you would like, we will gladly ship USPS for you, just give us a quick phone call and we'll take care of the rest. USPS ships only Priority Mail for this type/size of item/package. It is less than UPS but keep in mind, USPS cannot track your package like UPS. USPS can only confirm when an item is delivered as in Delivery Confirmation and it can take literally *months* to track your package should it be lost. USPS is working on a much more efficient tracking system and we're considering defaulting to them once this change occurs. Until then our main choice for shipping is UPS because of its excellent tracking system.

#### USPS Priority

Cart Total            Estimated Shipping Fees

up to \$50.00 = \$15.85

\$50.01 - \$75.00 = \$22.95

\$75.01 - \$100.00 = \$37.75

Over \$100.01 = 7% of your total.

Our handling fees are for the packaging and wrapping.

If you order a comforter, it will be shipped only UPS. In this case, UPS is much less than USPS for this size package.

#### **Shipping Times**

UPS Ground (5-10) business days

UPS 3 Day Select (3 business days)

UPS 2 Day (2 business days-usually delivered later that evening)

UPS Overnight (Overnight)

USPS Priority (3-7) business days depending on your location and also time of year. Busy holiday seasons and events like mother's or father's day will slow down delivery time.

#### **RUSH Orders and Policy - \$25.00 fee**

If your item **MUST** arrive by a certain day, or you need a quicker turn-around time than our standard 3-4 weeks, we are glad to help you, but you **MUST** contact us prior to ordering to let us know when you need it. (Additional express shipping charges may apply.) Please contact us by phone so we can make arrangements & quote a RUSH order UPS or USPS shipping price for you. Remember, we want to help you get what you want. The above mentioned **RUSH** Orders Policy excludes ALL corporate gift orders or mass quantity orders over 10 articles. ETA's for such types of orders can be scheduled via phone.

## **International Shipping**

We ship internationally using UPS ONLY. The consumer is responsible for knowledge of and paying all tariffs, fees, and or duties due upon receipt of your package. Your package will be charged at least an additional \$35.00 surcharge by UPS or USPS.

## **Holiday Shipping**

Any time there's a holiday we experience an incredible amount of traffic. To help us help you receive your package in the time needed whether it's a Holiday, Birthday or other Special Occasion, please be aware of the following:

We can't guarantee that orders placed 6 working days before a Holiday will arrive in time for that Holiday even if you choose UPS 2 Day Air or Overnight. The reason for this is that it usually takes at least 3-4 weeks to hand craft your order due to the overwhelming amount of orders we receive especially around the holidays, and UPS has their own cut-off times in which they can guarantee shipment. Do call us to see if we can make special **RUSH Order** arrangements and get your custom design on our schedule to be made before the holiday (read directly above). If there's a way, we'll be glad to do so for you. If you place an order after the recommended time, you the consumer assumes full responsibility. This is why we suggest and warn to place your orders for the holiday very early. Prior planning provides happy holiday hearts.

### **NOTE for CHRISTMAS SHOPPING:**

We only can guarantee delivery of your item to arrive on or before December 24th if order is placed no later than December 10th using the **RUSH Orders Policy**. Regular orders still have the 3-4 weeks delivery policy; please plan your holiday shopping in advance. Noelle's Pillows does go on hiatus at certain times of the year in which no crafting is done and this may or may not occur around the holidays, notice to the public will be made when this occurs. Plan ahead please.

## **Returns, Errors, Damaged Items**

### **Returns Policy**

Due to the unique custom design nature of our company, and/or sanitation laws, we only accept returns if the item(s) are damaged, or broken and for NO OTHER REASON. If an error was made by Noelle's Pillows, please see return procedure below. If you have made an error and did not contact us about it (you have 2 opportunities to do so when you check out and when you receive the order confirmation eMail), Noelle's Pillows is not responsible for your errors. You the Client will have to keep the item as is with no return, refund or exchange. Please order carefully or phone us for assistance.

### **Damaged/Broken Items by UPS, FedEx, or USPS**

If it was damaged in transit via UPS, FedEx, or USPS, let us know so we can help you. A claim by you will need to be made. We can direct you in what to do, but we cannot make the claim for you since you are the one who purchased it and is owner of the payment card/credit/debit card.

### **Errors**

**If you received an item that has an error, and it is deemed by Noelle's Pillows, that we (Noelle's Pillows) are responsible, call us within 24 hours of receipt of the item so we can straighten it out immediately and get the correct item to you. Item MUST be returned with ALL tags & wrappings intact within 10 days of receiving your package. (We use the UPS delivery date) Upon our receipt of the item, we'll gladly replace the item and send you a new one. Noelle's Pillows will**

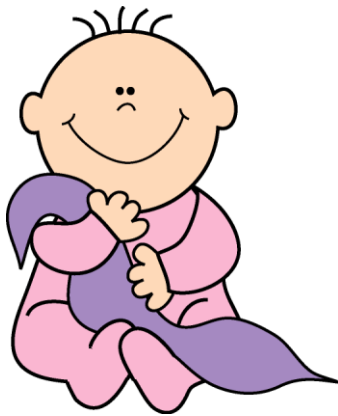
pay for the shipping of the new item. We don't offer refunds; we only re-send to you the replaced item. **YOU MUST CALL TO GET THE RETURN SHIPPING ADDRESS and an "ARN" (Authorization Return Number).** Items must be returned unused in the original packaging that it was shipped in. If we receive the item from you after the 10th day, and/or without an "ARN" NoellesPillows.com will assume the item has been used, and the item will be shipped back to you at your expense by the shipping company i.e.: UPS, FedEx, USPS.

## Changes/Cancellations

Noelle's Pillows understands that changes or cancellations may need to be made. If you need to change or cancel your order, we're glad to help you **BUT** you **MUST** do so via phone us within 24 hours (one business day) after you've placed your order. If your item has been crafted or shipped, we cannot and will not change or cancel it. Noelle's Pillows won't be held responsible if you don't contact us within the 24 hour time period. If you cancel your order within the 24 hour time period, Noelle's Pillows reserves the right to charge 10% of your order as a cancellation fee. **No Exceptions.**

## Refusal of Service

Noelle's Pillows has the right to refuse to provide services to clients who have a history of non-payment or any form of payment problems including but not limited to: returned checks, insufficient funds, consistent ordering then canceling, not following our policies at all, suspect of identity fraud, falsifying information, not providing proper information in regard to their order, mistreatment or slander of any of our employees, artisans or related third parties, etc.



## About our Product

### Supporting Our Country

Every creation is custom and handmade in the U.S.A. either at HQ in Las Vegas or our boutique in Burbank in the Toluca Lake area in CA.

### Special Requested Fabrics

If you don't see a specific fabric or a color offered in our boutique, please inquire with our Designs Artisans.

### Client's Fabric

One of the most beloved features our client's rave about is giving you the choice to provide us with your own fabric. We can make any of our designs in our client's fabric and are glad to extend the talents of our custom Design Artisans to you. Phone us for details.

## Copyright Policies

### Copyright

This Company has gone through great lengths to make sure that things are protected legally. On this site you'll find many different patterns and designs that are expressly unique to our business. Of which we have copyrighted or trademarked various elements that we legally and lawfully own. The fonts used to make the alphabet letter pillows are copyrighted, as are the patterns and pictures that are shown and or used to produce the items herein. i.e.: The patterns to make Lips in the various sizes are copyrighted. Other registered trademarks are pending. None of our patterns may be used for manufacturing outside this company. Violations of copyright and/or trademark are prosecutable by law.

None of our products may be resold without permission by Noelle's Pillows. We at time are featured in magazines or on TV, we claim no right to those entity's marks and they have given us the right to use their marks for display purposes only.

### **Simplicity/McCalls/Butterick/Etc.**

We do not use any of the above mentioned patterns and cannot use them even if our clients request them. It would violate copyright policies owned by each individual company or corporation. If other sites/companies/corporations use these patterns they do so at their own risk. All our our designs are painstakingly created by either Ms Noelle Andressen herself or Design Artisans.

## **Terms of Use**

To ensure that we continuously bring you the best product possible, we reserve the right to change our product and/or prices and/or policies without prior notice.

## **Copyright & Disclaimer**

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