

# Native Studio Art- Cultural Institute

## TERMS CONDITIONS 2017

### Shipping Methods: (Purchased Art or Books)

We will ship your order using the most reliable, fastest and safest method possible. Every product on our site has been carefully identified to ship by a particular method in order to provide optimal delivery service at the most affordable price. For certain items - we ship within the 48 contiguous states. Please call us regarding expedited shipments or those made to Hawaii or Alaska. Please note: Deliveries cannot be made to a P.O. Box. An actual street address is required.

### Small Parcel

When an item is shipped by Small Parcel, it means it will be delivered by UPS, FEDEX, DHL or USPS. Generally, signatures are not required at delivery but it is at the discretion of each delivery person. You may leave a note on your door advising "No Signature Required." Be sure to include your name and tracking number on the note.

It is important for you to inspect your shipment carefully. If damage is noted, do not assemble the product. Instead, notify us immediately (within 3-5 days of delivery). If the item is assembled, it may result in the denial of a replacement piece.

### Returns and Damage

Your satisfaction is guaranteed and that is why we are proud to offer one of the best return policies online. If you wish to return your order, you must do so **within 30 days of receipt for an exchange or a refund.** **For all online programs; webinars, coaching and or training you must cancel within (3) days of the purchased item.** Please call for a Return Goods Authorization (RGA) number.

All items returned must be in new condition, unused, unassembled, unmodified and in the original packaging material. Items returned under this policy are eligible for a refund. (Please note: Made-to-order, personalized or custom-made items are not eligible for a refund.) The full purchase price minus our actual shipping and handling costs will be refunded. It is your responsibility to pay for the shipping cost to return the item to us or our manufacturing warehouses.

Many of our products have small shipping rates or free shipping applied at the time of order. Please take note that if you return one of these products, our actual outbound shipping costs will be deducted from your refund. In addition, some of our items carry a restocking fee which will be deducted from your refund as well.

If your order has shipped, it cannot be cancelled. If you refuse an order, it will then fall under our standard return policy where roundtrip shipping costs and applicable restocking fees will be deducted from your refund.

#### Inspect Your Order for Damage or Missing Parts

It is important for you to inspect your shipment carefully.

#### If Shipped by Freight or White Glove:

Any damage made to the carton or product itself, must be noted on the freight bill before the driver leaves. Please write "PRODUCT DAMAGED" on the sheet they ask you to sign. This ensures that if there is any damage, we can assist in correcting the matter. If damage is noted, you may refuse the item or decide to keep it. Please note that keeping a defective item does not warrant a discount. If you refuse delivery, please notify us so we can expect the return shipment and send you a new one.

If you have already accepted the order and find that parts are missing or are damaged, please contact us immediately (within 24-48 hours) so we can ship replacement parts.

#### If Shipped by Small Parcel (UPS, FedEx, USPS)

It is important for you to inspect your shipment carefully. If damage is noted, do not assemble the product. Instead, notify us immediately (within 3-5 days of delivery). If the item is assembled, it may result in the denial of a replacement.

#### Made-to-Order, Personalized or Custom-Made Orders

Any item that is made-to-order, personalized or custom-made is not eligible for a refund. All sales are final. A return will not be accepted unless there was a manufacturing defect. If this occurred, please contact us immediately.

#### How To Cancel An Order

Orders cancelled after 24 hours may be charged to your account if product shipment cannot be stopped. To cancel an order, you must CALL US at: 780-717-9534. We will not accept a cancellation request via e-mail or fax. We will attempt to accommodate your request but cannot guarantee cancellations made after 4:00 P.M. EST on the day that you placed the order.

## How To Change Your Order

If you need to change something about your order, such as a color, finish type, product or quantity, simply contact customer service by phone. A customer service person will ask for your order number. If you do not have that handy, your name and "bill to" information will be required. It is our policy to send an e-mail confirming the change on the original order.

Since your items could possibly ship the same day you place your order, we cannot guarantee your change will be made. We will notify you immediately if a change cannot be granted.