



POLICY, TERMS, & Information **for Brenda the Earring Lady**

Page 1 of 3

All references below are to the company of Brenda the Earring Lady or to our product line called BEL Jewelry by Brenda the Earring Lady.

COMPLETION OF THE ORDER FORM: All order forms/invoices must be completed with your signature & printed name and date. Incomplete forms may delay or void the order.

MINIMUM ORDER & BUSINESS LICENSE PROOF Our **minimum Order is \$100.00 Canadian- or unless expressly stated.** We are a *wholesale* company and, therefore, we only sell to businesses with a business license— proof of license is required upon request & for all new customers.

Unique, Canadian Handcrafted/Assembled in Canada Jewelry. Our jewelry products are made/ assembled with unique artistic input. Individual components within our jewelry products may be imported from around the world, but artistic/unique jewelry is designed/created in Canada. Display racks and other “non-jewelry” products may be entirely made outside of Canada and may be made by machines—they may not be “unique or handcrafted”. Components within our artistic pieces of jewelry may be made by machines. We do not claim our jewelry to be “products of Canada”.

CUSTOMER SERVICE: Call (403) 340-0742 Mountain Standard Time: From 9:00 a.m. to 4:30 p.m. Monday to Friday excluding Canadian Holidays, email, or mail.

BACKORDERS: We make every effort to have our web items in stock. However, due to the unique nature of our products and the remote areas where the beads are sometimes made, please allow up to 8 weeks for delivery of items that are not in stock at the time of order. Backordered items are often shipped by first class mail. When you pay by credit card and your items are backordered, we will bill your card only when we ship the item (s). Should you wish to cancel a backordered item (s) paid for by a different method of payment (than credit card), we will issue a refund by that same method of payment. We are unable to add additional items to backordered items.

DELIVERY OF ORDER(S): please allow up to 8 weeks for delivery.

ADDRESS & INFORMATION CHANGES: If you have moved, please update your information by phoning, emailing, or faxing your changes to us.

PRIVACY POLICY: We respect your privacy. We do not share your private information with other companies or persons except our bank and financial institutions including our Point of Sale company or other financial institutions or tax accountant, or Revenue Canada. We may share your name, address, & phone number with our shipping company. **We may contact you for promotions or product updates or specials unless otherwise requested.**

PRICING NOTES: Due to the constant changes in the world market and fluctuating prices on base metals, precious metals, shipping, fuel, & currencies-**pricing may change without notice.** All prices are in Canadian dollars. Fees and charges for international payments are the responsibility of the buyer.

PAYMENT POLICY: All sales funds/invoices are due at time of purchase unless otherwise stated by Brenda the Earring Lady, then Net 30 applies. Any invoice not paid within 30 days (Net 30) is subject to 1.5% interest charges and fees per month.

PAYMENT METHODS: *All prices are in Canadian Dollars unless otherwise stated.* Visa, MasterCard, American Express, and Debit Cards are accepted. A Canadian Money order is also accepted provided it issued by a major Canadian bank. No orders will be shipped until payments are received.

NSF CHECKS: NSF checks will be charged a \$35.00 service charge. For any amount not collected within 30 days, an

POLICY, TERMS, & Information for Brenda the Earring Lady-BEL Jewelry (Continued) page 2 of 3

additional charge of 1.5% interest will be charged to the outstanding balance each month.

RETURNING MERCHANDISE: There are no returns on special orders. All returns must be accompanied with a copy of the original invoice and must include the total price, date, signature, payment method, items ordered and returned items. Items must be returned in the original container in an unopened, completely unaltered state. No product may be returned without prior permission and authorization number from Brenda the Earring Lady. **Please note:** Some items have a shortened return policy, due to limited shelf life. Please add 12% of the original price for shipping and handling. Brenda the Earring Lady is not responsible for the return cost of any item or its loss or damage in transportation. If your return changes the quantity of items, we reserve the right to recalculate your order total based on the actual items you kept. Discount may be voided and pricing will be based on the new order. We do not refund or give credit for any item returned from your customers-all items must be new and unworn, or unused. We are not responsible for duty or customs if returned from a country other than Canada.

PRECIOUS METAL NOTE: Due to the volatility of the precious metal market and currencies, please call for the current pricing on precious metal (s) items. Note: at this time we do not sell much jewelry with precious metals other than some gold or silver plated items.

SAFETY INFORMATION: Brenda the Earring Lady is not responsible for any damages, harm, loss, or ill effect caused by their products or services perceived or otherwise including to their heirs, whether physical or mental. All items must be used for their intended purposes. **No products sold by Brenda the Earring Lady are intended for use or to be worn by children under the age of eighteen years of age, or to minors.** *All items sold must be kept out of reach & use from babies and children, as defined by your country, province, state, or municipality, but not less than eighteen years of age. **Retailers: mark all earring sales as "Final Sale With NO Return".**

All packaging material must be promptly discarded or recycled and kept out of the reach of children. All displays and products (for example: display racks) are to be kept in good working order, regularly maintained, and securely fastened to counter tops or display area. Displays and product are to be kept out of the reach of babies & children. All jewelry shall be kept and stored safely away from babies & children. Follow your local laws. Tie plastic bags in knots, before discarding safely. For the most current information on our products & services, please call (403) 340-0742 or view our website under the POLICY and or POLICIES web page.

ACTUAL-COST SHIPPING RATES: Our standard shipping rates are computed by zone using the calculated weight and volume of your order, rounded up to the nearest full 1/2 kilogram. When estimating shipping in Canada and continental USA the minimum shipping and handling charge is \$15.00. Orders may be shipped in multiple packages. YOUR SHIPPING OPTIONS BY CARRIER. Orders will normally be shipped by Canada or US Postal Service unless otherwise stated (we reserve the right to change methods if needed-we may contact you before making any such changes. Custom shipping methods may include additional cost. Standard shipping costs to the USA is based on the Canadian and US Dollar being at parity, plus 2.5% for exchange fees, etc.

CARRIER SHIPPING CODES (in red):

Federal Express (Overnight)-Your package should arrive the next working day after being shipped (usually 2 working days after the order is received, excluding special orders and backorders) **(FX-P)**. **(2-Day)**-Your package should arrive 2 days after being received and shipped (usually 3 working days after we receive your order excluding special orders and backorders) **(FX-2)**. **(3-Day)**-Your package should arrive 3 days after being received and shipped (usually 4 working days after we receive your order excluding special orders and backorders) **(FX-3)**. **(Ground)**-Reliable, low cost option. Your package should arrive in 1-7 working days depending on your location after being received & processed (ships usually within 2-4 working days after we receive your order, excluding special orders and backorders) **(FX-G)**.

UPS

UPS Ground-customer request (UPS-G). **UPS Express Mail- customer request (UPS-E)**.
UPS Priority-customer request (UPS-P).

COPYRIGHT INFORMATION: Brenda the Earring Lady does not allow the use of our name, logo, website images,

POLICY, TERMS, & Information for Brenda the Earring Lady-BEL Jewelry (Continued) page 3 of 3

text, printed material, pictures, images, or graphics without written permission.

CUSTOMS, DUTY & OTHER INTERNATIONAL LEVIES:

International costumers (non-Canadian customers) may be subject to import duties, fees, and taxes, which are levied after a shipment reaches a non-Canadian country, state, province, or municipal region. All customs , duty, brokerage fees, taxes, etc. are the responsibility of the buyer, and not Brenda the Earring Lady. This may apply, even if the item is sold or ordered in the USA but shipped from Canada. If an order is rejected by a country or province or territory because of custom clearance charges or refusal to import such items, the customer will be responsible for any costs, duties, fines, or fees incurred, including international shipment and handling fees, or they may also lose the item/order to the governing authority. It is the buyers responsibility to ensure that they can import our products.

ADOBE ACROBAT READER & Other Computer or Mobile Programs: Adobe Acrobat reader is a free program and can be downloaded from www.adobe.com/products/reader.html. You can fill out the forms and print them and then mail or fax them in, or you can email them through an encrypted email service (such as Microsoft Outlook). Please fax your personal information, credit card information separately from your Product Order Form OR use encrypted email. Please, DO NOT EMAIL personal and confidential information. Call if you need help at (403) 340-0742 or email: BrendaTheEarringLady@Gmail.com. Any supplied computer disc, program (s), or applications are believed to be virus-free and in good working order without defect or virus. Please scan all programs, discs, or files prior to installation on your computer. **We are not responsible for any damage, corruption, or problems due to our supplied files, pictures, folders, letters, and or computer programs or applications.**

Testimonials: If you provide Brenda the Earring Lady with a testimonial, it becomes the property of the company. Your personal information may be published with the testimonial, such as your name, business name, photograph, or company logo. Testimonials may be edited for grammar, length, or content at our discretion. Testimonials may or may not be used on our website, or any other publication, including advertising with no remuneration or reward to the author. Testimonials can be removed only on future publishing and must be requested in writing.

Website, Publications, Emails, Letters, Faxes, etc:

www.beljewelry.ca is owned and operated by Brenda the Earring Lady-or other mobile sites or websites. We are not responsible for errors, data corruption, loss of data, loss of information, or problems due to our website, content, products, links, downloads, uploads, transactions, payment processing, or advertising by other entities such as web hosts, search engines, in relation to our website. All pictures, web-images, photos, logos, printings, etc. are images or representations and do not necessarily represent the true color, shape, size, or attributes of the product and may not be used in anyway without written permission.

ET CETERA: We are not responsible for typological errors or printing errors. We do not return or refund earrings. Do not let customers wear earrings or try them on. Prices are subject to change without notice . To help serve you better, Brenda the Earring Lady may record and monitor calls. Processing fee for mail or delivery may include packaging, recycling, & administration costs.-Any letters, photographs, or products sent to Brenda the Earring Lady become our property unless otherwise stated in writing. We reserve the right to publish any such items.-Jewelry or objects shown in photography or graphics are used to show pertinent features of a product and are for illustrative purposes only. Stated sizes of items are estimated and not guaranteed. Colors may vary from photograph and the actual item and within the stock. –We are not responsible for the performance of your sales, or the success of our “accessory solutions”. If you have a hard time reading or understanding the above policies, terms, or information, please contact us-see below.

Copy Right Brenda the Earring Lady 2014. All Rights Reserved.

Contact information: Phone or Fax: Brenda the Earring Lady-BEL Jewelry at (403) 340-0742,

Email: BrendaTheEarringLady@gmail.com or

Mail To: Brenda the Earring Lady 157 Reichley Street, Red Deer, Alberta Canada T4P 3X3.