

## Terms and Conditions:



### Minimum Order Amounts

- Opening order minimums for new US domestic accounts is \$500.
- For international accounts, the opening order minimum is \$750.
- Credit card or direct wire payment is required for all accounts.

### Shipping

- Replica shops for the best shipping carrier to ensure the most cost effective and efficient rates available. Most orders ship regular parcel ground service unless deemed to be non parcel based upon the order size or shipping characteristics; additional charges apply for expedited service.
- All shipments that require special service at the time of delivery (Lift Gate, Inside Delivery, etc.) will incur additional charges.
- Replica will process orders based on the requirements placed by the customer.
- Freight charges are FOB from Vista, California.

### Local Pick Up

- As a benefit to our local customers, we do allow “will call” pick ups from our Vista, CA warehouse. Our pick up hours are Monday-Friday 9:00am-4:00pm. To ensure that your order is ready when you arrive, please arrange a pick up date and time by either emailing [orders@replicadecor.com](mailto:orders@replicadecor.com) or by calling 760-205-1232.
- If you have any other questions about pickups, please contact us directly.

### Cancellations or Changes to an Order

- Once an order has been released for shipping it cannot be canceled or changed.
- Any changes to an order, including deletions, additions, allocations and ship to address, must be made prior to releasing an order for shipping.
- Please refer to our return policy for additional details.

### Returns

- As a general rule all sales are final. Returns are not allowed.
- A special request for a return may only be made within of ~~5 days~~ **7 days** of receiving merchandise.
- Approval must be obtained from the Customer Service Department.
- All items must be returned within ~~7 days~~ **7 days** of the date of approval.
- A 15% restocking fee is assessed on all returns unless the merchandise is evaluated as defective or the result of Replica Plants and Decor error.
- All returned merchandise must be in new condition and free of damage.
- Return shipping is paid by the customer unless product is defective or the result of Replica Plants and Decor error.

### Claims

- Recipient is required to inspect all products upon delivery.
- Freight carriers - Any visible damage must be noted on the BOL before it is signed for and the carrier leaves.
- Claims, shortages, overages, incorrect stock or damaged merchandise must be reported to the Customer Service Department within of ~~receiving your shipment~~ **14 days** of receiving your shipment.
- Clear detailed photos must be provided along with the order number to process the claim.
- Keep all boxes and packaging material for possible inspection by carrier.

### \*Disclaimer

Please note: Our products are either hand-painted and hand assembled, or products with natural variation. Occasionally during transport, leaves may fall off trees, plants, succulents, and florals. These pieces can typically be reattached. All that is generally required is a little hot glue or super glue to repair the issue. Seams, staples, or spots of manufacturing are common on leaves and foliage where the plant was put together. Painted or locked areas of leaves and stems, at times, are not perfect. If it is above and beyond a “normal” amount of detached leaves, paint issues, or branches that are broken and not fixable, please refer to the Claims section of this document for resolution.

Signature \_\_\_\_\_ Date \_\_\_\_\_