

JDR Brazilian Elegance Ordering Information

701-874-2430 Fax: 1-701-874-2434 US & Canada: 1-800-JDR-3128 Fax: 1-800-501-3008

Web/ On-Line Catalog: <http://www.jdr-be.com> E-mail: elegance@jdr-be.com sales@jdr-be.com

Convenient On-line Shopping Cart Is Open 24/7

Terms: Visa, Master card Discover, COD, PayPal or Prepay with a check or Money Order. All payments are US currency. All orders have an additional \$1.00 service fee. International orders add \$2.50.

Payments: Payments are to be made to JDR Brazilian Elegance. Contact us for PayPal directions. Our on-line shopping cart is secured.

Filling Orders: We try to ship JDR-BE Designs and the EdMar thread within 48 hours. A slight delay may be on "Non JDR-BE" Designs, some unexpected "sold out" notion or book, which we have no control over, or "special orders".

JDR-BE cannot guarantee the accuracy of phone orders. Documented fax or mail orders are preferred. When placing a phone order provide item number and description to minimize errors. Accuracy will be the responsibility of the caller.

Backorders: We try to keep everything listed on this web site in stock at all times. However, unexpected delays may occur in our receiving shipments. The backordered items are placed on a separate invoice. The item will be on the original invoice with the price left out of the total column. No Backorders- please let us know. Back orders are sent out via "cheapest route" ASAP. **Prices are subject to change without notice.**

Shipping: We charge appropriate shipping. Priority or First Class USPS only. If no preference is indicated -Priority Mail is used. Every order has a USPS delivery confirmation for tracking. Postage fees are charged according to the newest shipping charts from USPS.

International Orders: Exact shipping plus we require that all packages be registered at your cost. All orders must be prepaid in US funds. If you are mailing an order, estimate the shipping fees high. If the actual shipping is lower, a merchandise credit will be in your account. International orders are not guaranteed. It is your responsibility – no credit is issued for lost orders.

Special Delivery: When timely delivery is required, a special handling service is offered for a fee of \$15.00 plus the actual cost of shipping. The non-refundable fee is for delivery by the USPS ONLY. We will advise you to the "time frame" the USPS specifies. PLEASE plan ahead for your classes. No shipping credits will be given. Late shipments must be handled by the purchaser with the USPS. A delivery confirmation tracking number will be assigned for your convenience.

Invoicing: Orders will be invoiced as of the shipping date, at the prices that are in effect at the time of your order.

Returns: Please review your shipment for irregularities as soon as you receive your package. Claims of errors must be made within 10 days of receipt of shipment. If we have made an error, call us and we will instruct you on how we will "fix" the error. Remember, we are human too - BUT we do make it "right" with you. Except in cases of defect or error in shipping, a nominal restocking charge of 10% of cost of goods will be made with a \$2.50 minimum. Unauthorized returns will be charged a restocking fee of 20% (\$5.00 minimum).

No credit will be allowed unless we have been contacted **before** returning merchandise. Return shipping is the responsibility of the purchaser. All shipments should be well packed and sent via cheapest route. In cases of defective merchandise or shipping error (not applicable for phone orders) a credit will be provided for return postage. Returned merchandise will not be accepted if it is damaged or marked. Returns must reach us, within 15 days, in good, unopened, re-saleable condition before a merchandise credit will be granted.

Any approved return is made as a merchandise credit only.

There are NO returns on patterns, kits, books or chart packs under ANY circumstances. (Copyright) (Only defect return permitted)

Advance Orders: (orders that are placed for items that are "coming soon" but are not yet available). We will ship with a shipping charge when the item becomes available.

Refused Orders: On refused orders, customers will be liable for ALL shipping charges plus a 10% (of net invoice) handling fee.

Special Orders: All special orders must be prepaid. Includes designs from other designers, non-BE Books and Magnifiers.

Returned Checks: A \$35 fee is charged for all returned checks. Once a customer has made payment with a returned check, all other orders must be prepaid with a money order or a valid credit card.

Credit Card Denials: All credit cards are processed before merchandise is sent. You are responsible for keeping us informed of your credit card expiration dates or other changes.

Credit Accounts: No new credit accounts are permitted. All old credit accounts are now "Due Upon Receipt".

Copying of Designs: We will prosecute to the full extent of the law anyone purchasing JDR Brazilian Elegance Designs for the purpose of copying them and giving, sharing or selling the design or the directions to other persons. JDR-BE designs are copyrighted. If you want multiple prints for the purpose of making a quilt or wall hanging, contact us and we will accommodate you. .

JDR Brazilian Elegance does not sell, rent or give its customer list to any 3rd party. All relationship matters are held in strictest confidence. We do not give credit history or payment information to 3rd parties.

Your order is the most accurate when using the on-line ordering. Your order can also be called in, faxed mailed or you can email us your order at the email address above or use our convenient on-line shopping cart. When emailing- please make sure to include your complete name, address and phone number. Also make sure that you are very specific, especially with product numbers. CENTRAL STANDARD TIME. (Please be aware of the time differences. The phone is usually forwarded to a home #.) If you are planning to be in this area PLEASE let us know ahead of time - the doors will be open wide for you! Our fax line and e-mail are always available. An answering service is available at other times so you can call and leave an order. If we have questions, we will call you back.

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