



Children's Hands & Feet Ceramic Impressions

POLICIES

We appreciate your business! The following are Littlefeet Imprints's policies.

1. Payment

- a. Payments are accepted by cash, check made payable to "Littlefeet Imprints", credit card (VISA, MasterCard, or Discover), or PayPal.
- b. Checks returned for insufficient funds will be charged a \$25 fee.
- c. Payment is due at the time of order.
- d. California sales tax applies for all California residents.

2. **Returns:** We want you to be thrilled with your purchase. If you are not satisfied with your plaque, return it within 7 days for a refund. Home visit and shipping fees are not refundable.

3. **Delivery:** Your order will be ready in approximately 6-8 weeks. It can be picked up in our Irvine, or it can be shipped. We will call you or e-mail you when your order is completed. Group orders will be delivered locally to the group host.

4. **Shipping:** Littlefeet Imprints will be happy to ship your purchase anywhere within the United States. All packages are insured. Shipping fees are as follows:

- a. 1-2 small/medium plaques item: \$9
- b. 3 to 4 items or 1 oversized item: \$13
- c. More than 4 items: ask for quote

5. **Home visits:** Having us come to your home makes it easier on newborns, and more convenient for you. We also do hospital visits for those wishing to capture their newborn's impressions right from the start.

- a. Fees: We will travel to most Southern California locations for a small fee.
 - i. Irvine: \$5
 - ii. Other Orange County cities: \$10-\$20
 - iii. Other Southern California cities: ask for quote
- b. Your appointment time is reserved especially for you. If you need to change or cancel your appointment, kindly give 24 hours notice. No-shows or appointments cancelled without 24-hour notice are subject to a fee equal to one home visit. If you wish to reschedule, an additional home visit fee will be charged.

6. **Referrals:** If you refer a friend to Littlefeet Imprints, you will receive a \$10 gift certificate when your friend makes a purchase. Gift certificates may be combined with no limit. We greatly appreciate your valuable referrals and will do a quality job for your friends.



Children's Hands & Feet Ceramic Impressions

7. **Fundraisers/Groups/Parties:** Littlefeet Imprints would be pleased to join you at your next event.
 - a. **Fundraisers:** Fundraisers are held for churches and non-profit organizations. Littlefeet Imprints pays 10% back to the hosting organization with a minimum of 10 orders placed. Group must be a church or a 501c3 organization.
 - b. **Groups:** Littlefeet Imprints can come to your playgroup, mommy group or other group to do an imprints event. Parents are so busy these days that they would love the convenience of being able to do the imprints at one of their current activities. This is also a great social event activity for the moms. Your group receives a 10% discount, **OR** the host can receive a \$10 credit for each family that makes a purchase or 15% credit of total sales whichever is higher. Since we exclusively reserve several hours for your group, a minimum of 4 moms interested in getting plaques is required.
 - c. **Parties:** "Littlefeet Imprints" makes a great addition to a birthday party as party favors. Your guests will love it!

8. **Stores, Day Care Centers, Doctor Offices, and Children Locations**

Littlefeet Imprints would like to team up with local stores, day care centers, Doctor's Offices and other Children's centers to provide our service to your customers or members. Many parents would love to have a treasured heirloom of their child's hand and foot imprints. It is an added service to your customers.

9. **Order Pick-Up:** Littlefeet Imprints will contact you as soon as your order is ready. Orders not picked up within 90 days of being ready will be considered unclaimed and will be used as samples or disposed as necessary. No refunds will be made after the 90 days.