

TERMS & CONDITIONS

MINIMUM ORDER	There is no minimum order for customers of Regina Andrew Design, Inc.
PAYMENT TERMS	A valid credit card is required at the time of order placement. Charges will be processed at the time the order is placed. By placing an order, the customer authorizes Regina Andrew Design, Inc. to charge the provided payment method for the full order amount, including applicable taxes and shipping. New Trade Accounts must submit a signed Regina Andrew Brand Guidelines, sales tax permit and new customer information form.
NET 30	For Trade Accounts: approved credit from our credit department. Must have a signed credit application, sales tax permit, and new customer information form (if new customer).
PRE-PAYMENT	For Trade Accounts: All orders are prepaid unless otherwise approved under credit terms.
CREDIT CARDS	We accept the following credit cards: Visa, MasterCard, Discover and American Express. Charges are applied at the time the order is placed. By submitting an order, the customer authorizes Regina Andrew Design, Inc. to charge the full order amount to the provided payment method.
SHIPPING	Orders with in-stock goods will be shipped on first-come, first-serve basis within 10 business days. For Trade Accounts: Orders are charged in full at the time of placement, including any backordered items. Backordered items will ship as they become available. We reserve the right to ship items in stock and not hold items for completion. Backorders will remain open for six months after original shipment date. Any cancellations of backordered goods must be received in writing and confirmed by Regina Andrew. Without such acknowledgement, customer assumes all responsibility.
CUSTOMER CARE	To assist you as efficiently as possible, we provide answers to the most frequently asked customer care questions, including order status and technical support. If you require the assistance of one of our customer care professionals, please call: Monday – Friday 9 a.m. to 5 p.m. Eastern Time Zone. If we are not available at the time of your call, please leave a detailed message. We'll get back to you promptly. Calls received after hours will be returned on the next business day. Customer Care: Tel. [734] 250-8042 // Email: customercare@reginaandrew.com
DAMAGES	Inspect orders upon arrival for damage. Claims must be filed with our quality department within 30 days of the item receipt date. Images of damaged merchandise maybe requested in lieu of damaged merchandise being returned.
CANCELLATION AND/OR RETURNS	Orders are charged at the time of placement. Cancellation or change requests must be submitted via email: customercare@reginaandrew.com . Approved returns will be refunded to the original form of payment, less a 25% restocking fee and applicable shipping charges. All returned products must be 100% complete in original packaging. If return guidelines are not followed, credit will not be issued. Click here to read further about Returns & Refunds.
GOVERNING LAW	All illustrations and specifications in this catalog and web site are based on the latest product information available at the time of printing/publishing. Regina Andrew Design, Inc. reserves the right to discontinue or closeout items without advance notice. Prices are subject to change; we do not make price adjustments for previous purchases. Descriptive, typographic, or photographic errors are subject to correction. Content images of Regina Andrew are fully protected by copyright and are not to be reproduced in any manner without written permission. Various designs shown in this catalog are protected under one or more of the U.S. Patent, Trademark and Copyright laws.
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REGINA ANDREW NEWSLETTER 15% OFF	Entries accepted through Email Pop-Up form on reginaandrew.com as well as reginaandrew.com/newsletter-giveawaysignup . Only new email sign-ups are eligible. No purchase is necessary. One entry per person. Must be at least 18 years of age. Cannot be used in conjunction with any other offer or promotion.