

## TERMS & CONDITIONS

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| <b>MINIMUM ORDER</b>               | There is no minimum order for customers of Regina Andrew Design, Inc.   |
| <b>PAYMENT TERMS</b>               | Credit card is required. <b>New Trade Accounts</b> must submit a signed Regina Andrew Brand Guidelines, sales tax permit and new customer information form.   |
| <b>NET 30</b>                      | <b>For Trade Accounts:</b> approved credit from our credit department. Must have a signed credit application, sales tax permit, and new customer information form (if new customer).  |
| <b>PRE-PAYMENT</b>                 | <b>For Trade Accounts:</b> we accept “cash in advance” Proforma orders. No partial payment or COD.  |
| <b>CREDIT CARDS</b>                | We accept the following credit cards: Visa, MasterCard, Discover and American Express. Charges are applied on the day of shipment.  |
| <b>SHIPPING</b>                    | Orders with in-stock goods will be shipped on first-come, first-serve basis within 10 business days.<br><b>For Trade Accounts:</b> all backorders will ship automatically as product becomes 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.   |
| <b>CUSTOMER CARE</b>               | 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: <a href="mailto:customercare@reginaandrew.com">customercare@reginaandrew.com</a>   |
| <b>DAMAGES</b>                     | 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.  |
| <b>CANCELLATION AND/OR RETURNS</b> | All cancellations or changes to orders must be sent via email: <a href="mailto:customercare@reginaandrew.com">customercare@reginaandrew.com</a> . All authorized returns for reasons other than damage or defect are subject to a 25% restocking fee, plus all applicable shipping charges. All returned products must be 100% complete in original packaging. If return guidelines are not followed, credit will not be issued. <a href="#">Click here to read further about Returns &amp; Refunds.</a>  |
| <b>GOVERNING LAW</b>               | 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. |
| <b>DISCLAIMER</b>                  | Images shown on the website, within the catalogs or other media represent the product design only and should not be used as a color reference. Any dispute or default arising from this Agreement shall be governed by the internal law of the State of Michigan and each party agrees to submit to the jurisdiction and venue of the Courts of Wayne County, Michigan.   |
| <b>REGINA ANDREW EMAIL CONTEST</b> | Entries accepted through Email Pop-Up form on reginaandrew.com as well as reginaandrew.com/newsletter-giveaway-signup. Only new email sign-ups are eligible for contest. No purchase necessary. One entry per person. Must be at least 18 years of age to enter. A winner will be drawn on March 3rd, 2025 and will be notified via email by a member of the Regina Andrew Marketing Team. If winner does not respond back to the Regina Andrew Marketing Team within 30 days, their winning entry will be forfeited.   |