

REGINA ANDREW

DETROIT

TERMS & CONDITIONS

MINIMUM ORDER	There is no minimum order for customers of Regina Andrew Design, Inc.
PAYMENT TERMS	Credit card is required. 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: we accept "cash in advance" Proforma orders. No partial payment or COD.
CREDIT CARDS	We accept the following credit cards: Visa, MasterCard, Discover and American Express. Charges are applied on the day of shipment.
SHIPPING	Orders with in-stock goods will be shipped on first-come, first-serve basis within 10 business days. For Trade Accounts: 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.
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 /RETURNS	All cancellations or changes to orders must be sent via email: customercare@reginaandrew.com . 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. Click here to read further about Returns & Refunds.
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