



Terms & Conditions

Product

- All prices are listed in Canadian dollars, and are subject to change without notice.
- The most current price list supersedes any previous pricing or price lists.
- All Canadian orders are subject to GST/HST.
- Dimensions are approximate and sizes or colours may vary slightly due to the characteristics of hand-made products.

Order Fulfillment

- Orders ship within 2 weeks; however, may ship sooner depending on product availability. All orders requiring a faster delivery time are subject to a rush charge of 10%.
- Any missing items, items damaged due to improper packaging, or defective as a result of manufacturer defect must be reported within 10 business days of receipt of order.
- Missing items will be shipped at no additional cost to the customer.
- Contact us to discuss how damaged product should be returned so that we may assess the damage and repair the defective item.
- The customer is liable for the full amount due on invoice if we have not been previously notified of missing or damaged items.

First Time Buyer

- Opening orders must be a minimum of \$350.
- Full payment is due prior to shipment of order. Cheques must be deposited and cleared prior to shipment.

Returning Customer

- Reorders must be a minimum of \$200.
- Payment from existing customers is due within 30 days of placing order.
- Orders will only ship to accounts that do not have a balance due.
- A late fee of \$30 per month, regardless of invoice amount, will be applied to delinquent accounts.
- Net 30 status may be revoked from customers who have chronic slow payment history.

Exclusivity

- Déja Spoon offers exclusivity in small towns, and limits the number of retailers in larger cities.
- It is our policy to work with each client to ensure that we are in agreement about any potential overlapping territory issues.
- Consistent orders and reasonable display quantity are required for exclusivity.

Stock Balancing

- Keeping your stock fresh is important for sales. We will happily exchange and update your stock at no cost, provided it is done at a rate of 2 to 1. For example, \$200 returned must be accompanied by a new order of \$400 or more.
- Return shipping charges are the responsibility of the customer.

Monique Mason

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www.dejaspoon.com

Handcrafted in Rossland BC



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Repairs

- Every piece of jewelry is backed by a 1-year guarantee against premature wear, plate loss, and defective materials and workmanship. All parts will be gladly replaced or repaired with no charge of materials or labour to the customer. Any associated return shipping charges are the responsibility of the customer.
- There is no charge for shipping of repaired items. If requested, we will drop ship repairs directly to the end user at no extra charge.

Returned Goods

- Returned items must be in re-sellable condition only, and we reserve the right to back-charge any repair costs or refuse any items that do not meet this requirement.
- All claims for returned goods, adjustments or cancellations must be made within 10 business days of receipt of order.
- All returns must be pre-authorized, and are subject to a 25% restocking fee.
- Return shipping charges are the responsibility of the customer.

Shipping

- Canadian orders ship via Canada Post expedited parcel, unless otherwise specified.
- All orders include insurance and tracking information.
- Contact us for shipping quote prior to placing order.
- All orders over \$750 ship for free.

Payment Options

- Payment can be made via cash, cheque, credit card, debit card, PayPal and e-transfer.
- A convenience fee of 2% applies to all credit card, debit card and PayPal payments.
- NSF cheques are subject to a \$25 fee plus any associated late payment fees.

Contact Info

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