

**TERMS AND CONDITIONS****Fair Trade • USA Made**

Blue Hill By Hand is a 'Fair Trade • USA Made' company. By paying a fair living wage, creating a positive work environment, and operating with fair business practices, we strive to contribute positively to lives of all the people who are involved in our business. We work with students, stay-at-home moms, people with disabilities, refugee families, and members of the diverse ethnic communities in our community, all of whom produce our items by hand, one-at-a-time. By choosing our products, you are helping support this vision and contributing to a larger world network of communities that create a positive future. We thank you for choosing to support a market in quality American crafts, items of beauty, hand-made in the USA.

At **Blue Hill By Hand** we design & produce the following product lines:

- ❖ IMAGINE recycled, eco-friendly earrings
- ❖ Eclectic Earth earrings
- ❖ Blue Hill Wand Works Bubble Wands
- ❖ Blue Earth Ornaments/Sun Catchers
- ❖ Hard Candy: One size fits all stretch rings
- ❖ Blue Hill Bubble Bracelets
- ❖ Candy & Confetti Drop Rings

To view our full line of **Blue Hill By Hand** product offerings visit us at [www.bluehillbyhand.com](http://www.bluehillbyhand.com)

**Blue Hill By Hand Terms and Conditions**

**Minimum Opening Orders: \$200**

**Minimum Re-order: \$150**

**Minimum Quantities per style: Bubble Wands, Earrings and Jewelry:** 3 per style & shape;

**Ornaments:** 6 per style & shape

Exceptions: We charge an extra .50 per item for less than minimum quantities per style/shape

**Earring displays** may be ordered singly but you must specify if you want header/side brochure holders or 'naked' (without point of sale materials)

**Ship Time:** We strive to ship our products within 2 weeks. Add a \$15 RUSH charge for guaranteed 5-day delivery.

**Terms:** All first time orders must be shipped as pre-paid, check, COD or credit card payment. We accept Visa, MasterCard, Am Ex & Discover. For those requesting Net 30 credit terms, please contact us for approval after your first order. There is a \$34 service charge for any returned checks.

**Placing Orders:** If you are faxing, e-mailing or placing your order online you must receive a call or email acknowledging your order from **Blue Hill** to be certain that your order was received and is complete. If you do not hear from us within 24 hours of placing your order, please call us.

**Order Cancellation Policy:** Any order canceled within 7 days of your ship date will incur a 15% cancellation fee.

**Changing ship dates:** Because we make your order one-at-a-time, by hand and to your specifications, you must notify us at least 7 days in advance if you want to change your order's ship date. There is a \$25 re-processing fee for any change less than 7 days prior to your ship date. This includes pre-booked orders.

**Shipping:** We ship UPS ground or air, F.O.B. Madison, WI. UPS will not deliver to a P.O. Box. Back-orders under \$100 ship via U.S. Post. Orders to Alaska and Hawaii ship insured Priority Mail. Shortages must be filed with **Blue Hill By Hand** within three business days after receiving your order.

**Back-orders/Substitutions:** Sometimes a backorder/substitution will be needed and this will be indicated on your packing list. If you do not wish to receive back-orders, please notify us in writing. If we have nothing on file indicating your preference we will assume it is OK to backorder or substitute similar items as needed.

**Damage Claims:** Damage claims should be filed immediately with UPS at 800-PICKUPS. Please contact us after filing the claim. Blue Hill will replace product that was received damaged when notified within 3 days of delivery. Please keep the packaging & damaged goods for UPS inspection.

**Returns:** Because we make your order one-at-a-time, by hand and to your specifications, Blue Hill By Hand can not accept unauthorized returns. Please call us before attempting to ship merchandise to the workshop. **Blue Hill By Hand** merchandise is non-returnable unless it was received damaged due to our error or an agreed upon exchange order according to the policy below. If approved, you will receive a Return Authorization Number (RA#) and will need to fill out a **Blue Hill By Hand Product Return Form** to fax to us. RA#'s expire after 14 days so please send the product back immediately. Please return items in their original condition in order to receive full credit. Prices must be removed from the product and original tags should be intact. Many returned items are not in re-sellable condition, so there will be a 15% restocking fee assessed to each item that is not in this condition. Items damaged after receipt are not returnable.

**Exchange Policy:** **Blue Hill By Hand** offers an exchange of product that is no more than six months old when placing a new order. The value of returned items for exchange can be for up to 20% of the value of the new order, which must net \$150. (For example, the smallest exchange would be an order of \$187.50, enabling the customer to exchange 20%, or \$37.50. The net payment would be for \$150.) Please call to arrange for the product exchange in advance, and receive a Return Authorization number.

**Displays** are not returnable for credit on a new order unless approved by management.

**Exclusivity:** **Blue Hill By Hand** offers exclusivity in your zip code if you order \$2500 or more of Blue Hill By Hand products per calendar year and use **Blue Hill By Hand** displays for the lines you order. You may pre-book orders in a calendar year to meet this requirement. Exclusivity can only be granted for the lines you order and an agreement must be in writing and signed in order for exclusivity in your zip code to be granted.

**Our Customer Service & Order Line** is open Monday– Friday, 9 AM – 5:30 PM CST.

Call us at **608-255-9080** or toll free **888-294-2631**.

Email us at [info@bluehillbyhand.com](mailto:info@bluehillbyhand.com)