**CASA FOLKLORICA ORDERING POLICY**

**TO PLACE AN ORDER**:

**CALL: 510-562-6046**  **MAIL**: 57 Marlow Drive, Oakland, CA 94605 **E-MAIL**: casafolk@aol.com

**PAYMENT METHODS**: Cash - Check - Credit Card - Purchase Orders

**PURCHASE ORDERS**: We must have a purchase order number and authorizing signature before we can process your order. Purchase orders must be mailed or faxed with the order and paid within 30 day of shipment. (50% required by cash or credit card to begin the order)

**SHIPPING & HANDLING**: We ship orders USPS limited to product availability. Shipping charges are as follows. Shipping according to USPS charge plus $5.00 handling fee. Overnight delivery available with applicable USPS express charge.

**PRICE POLICY**: Every possible effort is made to ensure accuracy for prices in the catalog and website.  ***All prices are subject to change without notice.***

**BACKORDERS**: Every effort is made to ship orders complete. In the event we are temporarily out of stock on an item that you ordered, we will send out the in stock items and the out of stock items will be billed and placed on back order. Please specify if you want your order shipped complete or *if you prefer that out of stock items be cancelled from your order*.

**EXCHANGES OR RETURNS**: **ALL Sales Final**  (exchanges only with prior approval for extreme cases). . .exchange only for merchandise credit. **No cash or credit card refunds.** All exchanges must be made within 10 days of purchase. We do not accept return items that have been worn or have writing on them. Approved returned items will be credited to customer’s account for future purchases. Return to address: 815 Begier Ave, San Leandro, CA 94577.

**CUSTOM ORDER DEPOSIT POLICY**: A 50% deposit is required on special custom costume orders (special sizes, colors, costume not in our catalog). The entire order will be held until completion. Upon completion, the remaining 50% will be due. The order will ship once payment is made. If a debit or credit card was used for a deposit, that same card will be charged automatically plus shipping and handling and the complete order will be shipped. Please allow – 6-8 weeks on special orders.Please be sure of correct color and size. We do not guarantee the exact color requested due to fabric differences from the manufacturer. Casa Folklorica assumes no liability for any mearsuring errors or colors. Whenever possible, it is suggested you visit Casa Folklorica for fittings if you are local. *Thank you* WWW.CASAFOLKLORICA.COM