

## **ORDERING AND PAYMENT**

*Patterns of Time* accepts payment via MasterCard, Visa, Discover, American Express, Pay Pal, check, and money orders in U.S. funds drawn on US banks only. CO Residents need to add sales tax. We also have many items listed on Amazon.com for your convenience.

**CHECKS:** Orders are subject to be held from 7-10 business days for first time checks. Subsequent orders will be shipped upon receipt of the check. Checks returned for any reason will be charged a \$25.00 fee in addition to the check amount. Customers are expected to contact us to make suitable payment arrangements on returned checks. Checks must be drawn on a US bank in US funds. Check returned NSF, where the customer does not make payment arrangements will be prosecuted by the USPS as mail fraud.

### **ORDERING:**

You may place an order:

- 1) Ordering page from our website at: <https://www.patternsoftime.com>
- 2) Mail to *Patterns of Time*, 1028 North Union Blvd. Colorado Springs, Co 80909-3811
- 4) Fax (719-573-9636)
- 5) Email – [info@patternsoftime.com](mailto:info@patternsoftime.com)

### **PRICING:**

We no longer create a printed catalog; we have added pricing updates to our last catalog, but recommend reviewing online updates for current pricing and new products before ordering. Prices may change during a catalog year. Items will be shipped at the new price. Please check prices before ordering if your catalog is not recent.

### **SHIPPING AND BACKORDERS**

Orders will usually ship within 2 business days via U.S. Mail. Domestic first class shipping takes from 4 – 10 business days to arrive. If an item is out of stock, it can be 3-4 weeks. The customer will be contacted if an item is out of stock. While we can usually ship most items on demand, sometimes demand exceeds ready supply. The customer will be notified if we anticipate the order taking longer than 2 weeks. We are customarily able to ship part of the order in the case of time sensitive orders. Rush shipping available. See details on the shipping price chart.

### **RETURN POLICY**

If we made an error, we'll do everything we can to fix it! Write/email/call us to get a return authorization. We will exchange the item for the correct one. If the item is not what you wanted, certain items can be returned or exchanged. Call/email/write us for a return authorization number for your item. All returns/exchanges must have a return authorization number and merchandise must be received in original condition. The customer will need to pay any shipping costs for exchanges that are not an error on the part of *Patterns of Time*. Items returned without authorization will not be credited or returned. (See specifics below). Returns accepted as a courtesy will include a 20% restocking fee.

**PATTERNS: May be exchanged but not returned.** They must be in original resalable condition. We cannot issue a refund or exchange on pattern that has been cut, unless it is defective: in that instance we will make an exact exchange. Customer is responsible for all shipping for all exchanges unless the pattern is shipped in error or defective in manufacture.

**Cloak Clasps, Penannulars, pins, and brooches:** May be returned or exchanged if we are notified within one week of receipt of merchandise. Purchaser pays original shipping charges plus return shipping unless there was an order error on our part. Item must be in new-resalable condition. Any item returned after being used will not be refunded or returned. Customer is responsible for paying insurance or tracking to assure item is received. *Patterns of Time* is not responsible for items lost in the mail during shipping and will not issue credits or refunds until the item is received in good condition.