

# **RETAIL & WHOLESALE RULES & POLICIES**

## **SCRAPBOOK CUSTOMS, INC.**

### **ABOUT US**

Scrapbook Customs, formerly Stamping Station, is a retail and wholesale company which started out over ten years ago as a retail store wanting to share our special interests with the local consumers. We started out as a stamp store, with 800 square feet. After a few months we expanded into scrapbooking. The longer we were in business the more we found that the industry did not provide products that were desperately needed to fulfill a scrapbookers basic needs. We did a lot of research and began designing our own die cuts. Stamping Station has grown exponentially since that time by providing stickers, paper, laser cuts, metallic tags, page kits and custom items.

We have kept to our philosophy of helping the small store owners and providing for the basic needs of Scrapbookers. Over the years we have become experts in laser cut and paper designs. We have even designed entire lines that can be customized to destinations or schools everywhere. We also focus on doing sports and travel items that rarely can be found through other manufacturers. Our goal is to continue coming up with new products that can't be purchased anywhere else, while continuing our high standards of quality and customer service.

### **PRIVACY POLICY**

Scrapbook Customs does not sale or share customer information with anyone. We may use your information to inform you of changes in policy, special offers, events and other items of interest based on your purchases and other information you have provided to Scrapbook Customs. If you have opted to join our email mailing list, you may be contacted through mass emails, sent by Scrapbook Customs directly. You can opt out of the email mailing list by clicking on the link at the bottom of any email received from this list.

### **COOKIE POLICY**

See Cookie Policy [\[click here\]](#) or type <https://scrapbookcustoms.com/assets/SC-cookie-policy.pdf> in your browser address field.

### **RULES**

Rules for Retail sales and Wholesale sales differ slightly. They can be found on the following pages.

# Retail (Wholesale – see below)

- Payment Policy
- Inventory
- Shipping Policy
- Return Policy
- Customer Service
- Privacy Policy

## **PAYMENT POLICY**

All orders paid with US currency.

We accept Visa, MasterCard, American Express, Discover, PayPal.

We collect Utah resident sales tax. This is based on the shipping address.

Credit card orders MUST include the correct address that the credit card bill is mailed to in the "BILL TO" section at check out. If this comes through as "address not matching", your payment will fail, and you will need to correct the "BILL TO" address and resubmit payment.

\* Please include 3 or 4 digit CVV security code. Located on back of Visa, Mastercard, and Discover cards. AMEX cards - number is printed on the front.

This is for the protection of all card holders against fraudulent charges.

## **INVENTORY**

We make every effort to have items in stock. If we are out of an item you have ordered we will call to see if you want us to hold your order, or, ship the order without that item and deduct the cost from your charge. We do not do back orders.

## **SHIPPING**

Orders generally take 7-10 business days (M-F) to be processed and shipped.

\* Subject to change depending on volume of orders received.

\*\* Custom orders - please add 3-5 business days for your items to be created.

Email confirmation is sent with shipping information after your order is processed. (when an email address is provided).

International shipping - Orders shipped OUTSIDE the continental United States will be charged ACTUAL shipping. Orders shipped via FedEx and UPS or US Postal Service will be quoted estimated shipping at time of checkout. We will email you the total shipping, if different from the estimated shipping, and charge your card the difference once your order is packed and we have the shipping costs.

Taxes, Duties, Fees, etc. - Orders shipped internationally may be subject to customs, duties, taxes or other fees. All such fees are the responsibility of the individual to whom the package(s) are shipped. These fees vary and cannot be estimated by the shipper and will not be reimbursed.

We ship to the following countries:

(Currently we ship to all countries that are serviced by US Postal Service (USPS), UPS & FedEx)

Express Shipping is not available. No rush service is currently available for time in warehouse. If you need your order by a certain date, please note in the comments section during checkout. We will make every effort to accommodate your needs.

## **RETURNS**

Please note: Image colors viewed on computer screens may not match the actual colors of the products. If you are not satisfied with the colors of a product after you have received your order, you may return those items following our normal return policy below.

- You must contact us within five days of receipt of your order.
- No returns after 15 days of receipt of your order.
- We do not offer returns on: Idea books, or Customs of any kind including: Custom colors for Die Cuts or Lasers, Laser Names and Fabulous Names, and any personalized products.
- Any returns must be in saleable condition, in original, un-opened packaging.
  - A refund or credit, whichever you prefer, will be given after the return is received in saleable condition.
- All returns are subject to a 15% restocking fee. \*Determined on a per order/situation basis.
- Return shipping is the customers responsibility.
- If an order is cancelled after it has been processed, it is considered a return and may be subject to a restocking fee.  
Once a custom order is built, you will be charged for setup fees.
- Damaged products may have to be returned. They will be exchanged with the same item.

Damaged Shipments:

- You must contact us within five days of receipt of your order.
- All items and the original packaging must be kept together for insurance claims.

Order Errors:

- You must contact us within five days of receipt of your order.
- Correct items will be shipped with prepaid return shipping envelope/label. Incorrect items must be returned.

## **CUSTOMER SERVICE**

For any issues related to orders, please contact Customer Service.

For website orders, your receipt is emailed and made available for you to print after you complete the checkout process. You will also receive a confirmation email with a link to view your order.

Company Name: SCRAPBOOK CUSTOMS, INC.

Mailing Address: PO BOX 185  
(use for US Post Office mail) KAYSVILLE, UT 84037

Phone: (801) 444-3828

Email: Retail Customer Service

[info@scrapbookcustoms.com](mailto:info@scrapbookcustoms.com)

Physical Address: 1343 W. FLINT MEADOW DR. STE. 5  
(use for UPS & Fed-Ex) KAYSVILLE, UT 84037

# Wholesale

## **ORDERING FROM Scrapbook Customs, Inc. (DBA - Stamping Station)**

1. Please make sure that all company information is filled out on the main order form page if faxing (see Placing Orders below), or in billing and shipping address for online orders.
2. All orders must be pre-paid, Visa, or Master Card, American Express Discover or, if faxing order, you can pay by Money order or cashier check. Sorry no personal or company checks for first-time orders.)
  - Net 30 is not available (except for grandfathered businesses)
  - There is a \$35.00 bounced check fee.
3. Opening orders must be at least \$200.00
4. Reorders must be at least \$100.00 (unless paying under min. fees)
5. Please send any important information proving that you are a store front. Our products may not be put on the Internet without approval. (see WEB SITES)
6. Pre-Pay (credit card) customers must pay half down on custom product orders.

## **UNDER MINIMUM FEES**

If you would like to place an order even though it does not reach a minimum reorder, the fees are as follows. (This does not apply to first time orders. First time orders must be at least \$200.00)

Orders from \$0-\$49.99 is a \$20.00 fee

- Orders from \$50.00-\$99.99 is a \$10.00 fee

## **NET 30 TERMS\* (Grandfathered Businesses only)**

\* Net 30 Terms are not available

## **PENALTIES FOR LATE PAYMENTS**

For customers with Net payment terms, if a payment is received late, our company has the right to revoke Net terms. There are also finance charges of 18% yearly added monthly to late accounts that must be paid before the next order can be shipped.

## **DISCOUNT EXCLUSIONS**

The following items are excluded from discounts and/or sale prices.

- Custom Products unless specifically allowed (see copyright restrictions for customs)
- Package Deals (discounts are already included)
- Racks and/or rack packages (discounts are already included)
- Items Scrapbook Customs, Inc. (DBA - Stamping Station) distributes from other companies including but not limited to the following: chalk & chalk accessories, tilt bins, pens, glitter, micro-beads, & embossing powder.
- Demo and/or Class Items
- Custom colored items – die cuts, lasers, etc.

Multiple discount offers may not be combined.

## **WEB SITES**

A Web Site permission form must be completed and approved before our products can be listed online. Please contact the office to get this form.

## **PLACING ORDERS**

For our company to be able to eliminate errors made on orders, we would ask that our customers order through our website or fax orders whenever possible.

If ordering on website or faxing is not an option, we may be able to take your order by phone (We are sorry, but custom product orders cannot be taken by phone). However, if there are any discrepancies on items, or if there are items missing from the original phone order, we can not assume responsibility for them. But if by mistake we have differences on the invoice and what was sent in the order we will be happy to fix it. (see RECEIVING DAMAGED OR MISSING PRODUCTS.) Thank you for your cooperation. We are hoping this will save us time, so we can better serve you.

## **ADDING TO ORDERS ALREADY IN HOUSE**

Within 24 hours of order being received - you may add whatever is needed.

After 24 hours of order being received - you may add any amount less than \$15 worth of product. Anything else will have to be made on a separate order following minimum reorder amounts.

## **RUSHING ORDERS**

To reduce problems, we are having with companies asking to rush orders all the time, we have implemented some rules.

- Rushing an order - you will now be charged 7% of total order, and you must pay any express shipping charges if order is needed more quickly than UPS/FedEx Ground shipping time.
- Order will be guaranteed to ship within 72 business hours of when it is confirmed\* as received, so long as there are no customs on the order.
- Orders with Custom Products will ship within 10 business days of when it is confirmed\* as received. (see copyright restrictions for customs)

\* Please call and confirm a rushed order when it is faxed.

## **CANCELING ORDERS OR RETURNING PRODUCTS**

If you cancel an order after 24 hours of being in house, there is a 15% charge of the total amount of the order. If there is any product that you return to us, there is a 15% restocking charge. There are no returns on books, customs, or discontinued items. All products returned to us must be unopened, in the original packages, in good condition, and they cannot have any pricing stickers on them. We must receive returns within six months of original invoice date, and a copy of the invoice must be enclosed with the returns.

## **RECEIVING DAMAGED OR MISSING PRODUCTS**

If you receive any damaged products or are missing products from your order, you must notify us within 1 week from receiving your order; otherwise we will not be able to refund your account or send replacements. You MUST keep the order packed in the original shipping boxes in case the shipper or Scrapbook Customs, Inc. (DBA - Stamping Station) needs to do an inspection. If you do not, we cannot be held responsible.

## **COPYRIGHTS ON CUSTOM PRODUCTS**

WARNING - All artwork sent to Scrapbook Customs, Inc. (DBA - Stamping Station) must not have copyrights or trademarks. Many schools copyright their logos and sometimes even their fonts. Please research your items before sending them to our company. You will be held responsible if such items are sent to our company. You will be required to sign the Copyright Release Form, found in the Custom Products order form, before your order can be started.

## **CUSTOMER SERVICE**

For any issues related to orders, please contact [Customer Service](#).

For website orders, your receipt is emailed and made available for you to print after you complete the checkout process. You will also receive a confirmation email with a link to view your order. (wholesale customers will need to login to the website).

Company Name: SCRAPBOOK CUSTOMS, INC.

Mailing Address: PO BOX 185  
(use for US Post Office mail) KAYSVILLE, UT 84037

Phone: (801) 444-3828

Email: Retail Customer Service

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Physical Address: 1343 W. FLINT MEADOW DR. STE. 5  
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