



Added Touch Celebration, Inc



TERMS AND CONDITIONS FOR ALL SALE TRANSACTIONS

(Please print this page for your records)

Effective January 1, 2007 the following terms and conditions apply to all orders of Live Butterflies for Release. When you place your order, the customer (you) acknowledges that you have read, that you understand, and that you agree to the following terms and conditions:

I. Live Butterfly Guarantee:

Added Touch Celebration, Inc. (hereinafter ATCI) guarantees that you will receive live and healthy butterflies for your event.. As a precaution and good customer service, ATCI always includes at least one extra butterfly with every order. In the event that more than the extra butterflies supplied should arrive expired, ATCI will give a pro-rated refund per butterfly if the customer follows the following procedure: A refund will be issued only when the expired butterflies are sent back to ATCI within Two weeks (postmarked within 10 business days) of your event. First class mail addressed to Added Touch Celebration, Inc. at 6100 Southern Road South, West Palm Beach, FL 33415 is acceptable. ATCI reiterates that it will not issue a refund under any circumstance unless the expired butterflies themselves are physically sent back to ATCI at the aforementioned address.

II. Arrival Guarantees:

Subject to the following exceptions, ATCI guarantees that the butterflies will arrive in time for your event.

A. State of Emergency

If your order arrives late or is delayed due to a State of Emergency any where from the point of origin, in route or at the orders destination you (the customer) agree not to hold ATCI responsible for the late order and you understand that a refund will not be issued for such an order. This exclusion applies for example to a hurricane closing airports here in Florida after the Butterflies have been shipped, or the closing of an airport due to weather or other emergency along the route the package is shipped. Please note that shipping insurance cannot be purchased, because the shipping companies will not insure the transit of live animals or any perishable goods. This is the shipping companies' policy.

B. Customer Negligence

If the customer provides ATCI with an incorrect or incomplete address, or no one is at the address to receive the order, then ATCI will accept no responsibility for the order. Additionally, no refund will be issued for the butterflies or shipping costs.

C. Notification of Carrier Error

If the package does not arrive in time for the event or in good condition due to shipping errors. We will refund your money for returned Butterflies only if you contact Added Touch Celebration, Inc at 561-856-5936 within 90 minutes of the carrier's committed delivery time, so that We can contact the shipper and attempt to get your package to its destination. Often the shippers can correct their mistakes if notified early in the day. If no attempt has been made to contact me, no refund will be made. (*You will be e-mailed your shipping information--carrier, tracking number and delivery commitment time on the day that we ship, please have this information available when you contact me.*) Please remember that the carrier commitment time is a "by" which time the package is supposed to be delivered and the package may arrive at any time prior to the commitment time.

III. Weather Guarantee and Cancellations:

ATCI allows weather related cancellations. The cancellation must be made at least four days prior to your event date. For example, if the event is on a Saturday, the cancellation must be made by Tuesday 5pm, EST. Cancellations can be made via email admin@addedtouchcelebration.com or by phone 561-616-8736. Weather conditions however, will be verified by ATCI. If weather conditions are indeed unfavorable, ATCI will issue a refund minus a 10% handling fee for the order. Any cancellation requests after this four (4) day window will not be accepted. If the customer chooses not to cancel the order due to weather conditions or fails to check on weather conditions, then the customer cannot hold ATCI responsible for the unfavorable weather. If the butterflies do not fly because of the weather (cold, rain, dark etc.) it is not ATCI's responsibility and no refund will be issued.

IV. Non-Weather Cancellations:

For all non-weather related cancellations, a 10% fee will be applied to the entire order before the refund is issued. However no order may be cancelled within 14 days of the event (except for weather as set forth above).

V. Other Issues Pertaining to Orders:

Customer must contact ATCI within five (5) business days of the event to report any errors with the order, (receiving the wrong packaging or

the wrong butterflies etc). ATCI will make a price adjustment. An email, letter in the mail, or phone message will be sufficient. Also note if the customer contacts ATCI immediately upon receipt of the order and notes the error, ATCI will make every effort to correct the issue.

VII. Refunds:

All credits, refunds or adjustments (in accordance with the above terms and conditions) will be issued in the form of a company check only and generally will be issued within ten (10) business days.

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