

## **QUIVERS TERMS AND CONDITIONS FOR CONSUMERS**

### **Ordering Information**

This online store uses Quivers to manage its order fulfillment. Quivers strives to make sure your online shopping experience will be convenient, professional, and secure.

Quivers makes it easy to find and order the special products you need. When you order and pay online, our system immediately starts working to ensure that you receive your products as soon as possible.

### **Place Orders and Pay Online**

All orders must be placed online. Orders cannot be placed, and we will not accept orders attempted to be placed, by telephone, postal mail, e-mail or facsimile. Do not send your credit card information by email under any circumstances as Quivers will not be responsible for the unauthorized access to, or use of your credit card or other financial information or any loss or damage resulting therefrom.

If you have issues using this website, your web browser might be outdated. We recommend using a recent version of Google Chrome, Microsoft Internet Explorer, Mozilla Firefox, or Safari.

### **Payment Methods**

Quivers accepts payment by Visa, MasterCard, American Express, and Discover, depending on the store's currency. The payment methods for this store are listed when you check out.

COD orders are not accepted.

The billing address you provide must match the billing address that is on file with the financial institution that issued the credit card. If a credit card authorization fails, we reserve the right to cancel your order without notifying you.

Quivers cannot resolve credit card problems with your financial institution if a credit card is declined. It is your responsibility, as a consumer, to settle credit card problems with the issuing institution.

### **Sales Tax**

For United States (US) shipping addresses, sales tax will be applied to your order if it is shipped from the same US state as your shipping address or if the fulfilling business has "Nexus" in that state. Unless otherwise specified by the brand, the authorized fulfilling business may not be identified at the time of order placement; therefore, the checkout screen and order confirmation email may not include any sales tax. Once a business claims the order for fulfillment, sales tax will be calculated and added if required.

If sales tax is shown during order placement, those taxes may be applied to your purchase.

For non-US shipping addresses, sales tax will be applied based on the laws and regulations based on the local authority of the order-fulfilling business and the shipping address.

### **Shipping Charges**

After you place your order, Quivers will send you a confirmation email providing the company name, contact information, and address of the business fulfilling your order. The business claiming your order for fulfillment will be responsible for all shipping charges for your order.

### **Returning Merchandise**

- You can only initiate a return after an order has been marked as shipped.
- The refund will be for the full value of the returned items, unless otherwise noted.
- Shipping fees may be refunded, at the discretion of the fulfilling business.
- If a restocking fee will apply to returned items, the amount of the fee will be displayed on the final checkout screen when you complete the order and is noted on the packing list included with the order.
- As soon as the retailer receives and processes your return, we will notify you via email. Your credit card will be credited within the timeframe specified by your financial institution. The return credit should be reflected on your statement within one or two billing periods, depending on your financial institution's billing cycle.

### **Defective Items**

A defective item is one that is inoperable but has no apparent visible damage. If you receive defective merchandise, please contact the fulfilling business for assistance.

### **Damaged Items**

If an order arrives to you with obvious shipping damage, please refuse the delivery. If you have accepted delivery and then find shipping damage, please contact the fulfilling business immediately using the contact information included with the order.

Please save all packaging material and paperwork for the order if shipping damage is a possible issue. If you dispose of packaging material or attempt to return the merchandise without contacting the fulfilling business, you jeopardize chances of making a claim, and you may not receive credit for the return.

### **Limits of Responsibility**

We accept no responsibility for damage and/or loss of parts caused by you or incurred during operation or use of products.

### **Shipping**

Shipping destination will be identified at checkout. Most orders arrive within 7 to 10 business days by ground delivery unless otherwise specified by the brand. When you begin checkout, available shipping destinations may be selected from pull-down menus. If your desired destination is not included in the available selections or if you receive a message indicating your shipping destination is not available, a different shipping address will be required.

### **Price and/or Description Changes**

All prices, pictures, descriptions, and product and ordering information on Quivers' website are subject to change. We maintain no responsibility for inadvertent errors or any errors made by brands. Please contact us within 30 days regarding price, promotion or other information discrepancies.

When you place your order with us, you agree to the price and terms indicated on this website. Price differences related to future or past prices in our store or any other store are not refundable.

### **Order Questions and Contact Information**

Quivers is the order-processing partner of brands and retailers. Quivers handles communications and customer service for consumers with inquiries and issues related to the online shopping experience. For questions or concerns related to products, please contact the brand. Use the link in the Quivers shopping ribbon to view the correct contact details.

### **Indemnification**

You agree to indemnify, defend, and hold harmless Quivers, its officers, directors, employees, consultants, and agents from any and all claims, liability (including product liability), damages, and/or costs, including, but not limited to, attorneys' fees, that arise from your use of any of Quivers' services.

### **Errors on Our Site**

Prices and availability of products are subject to change without notice.

Unless otherwise dictated by the laws of the brand's operating country, errors will be corrected where and when discovered. We, and the brands, reserve the right to revoke any stated offer, cancel orders, and to correct any errors, inaccuracies or omissions in any stated offer or price, including after an order has been submitted and whether or not the order has been confirmed and your payment processed.

If your payment has already been processed for the purchase when your order is cancelled, the brand will issue a credit to the payment method used in the amount of the charge. Individual financial institution policies will dictate when this amount is credited to your account.