

PRODUCT PURCHASE POLICIES
RETURN/EXCHANGE POLICIES

A. **Satisfaction Guaranteed!** It is important to us that you be happy with your purchases from our website! For that reason, if you are not completely satisfied with your purchase, please contact us and we will work with you to make it right!

B. **Refund Policy/Limitation of Liability.** If you are unhappy with your product, and you contact us to let us know, we will be happy to refund your purchase price or provide you with an exchange (in cases of products damaged during shipping). Just contact us and let us know if you want a refund or replacement! Please note, that the Company's sole responsibility and liability for goods and services offered through the Website, whether offered by the Company or third parties, is to refund the purchase price or provide an exchange for products.

B. **How to Order a Product from Us!** Users may order Products on the Website on the Company's Products Page. When a User places an Order through the Website, the Company will confirm acceptance of any order by email to the email address supplied by the User. The sending of this email, whether or not the same is received by the User, is confirmation of the details of the Order and of the contract between the User and us for the purchase of the Product. Our website will also generate an Order Confirmation page once you have processed payment on your shopping cart for the items that you have ordered! We recommend that you print and save a copy of the Order Confirmation page in order to track your product purchases! When placing a Product Order with us, please make sure you provide us with your correct email address and ensure that your email is in full working order.

C. Every effort is made by the Company to ensure that Product Orders placed through the Website are handled correctly. In the case of errors, we will endeavor to remedy, replace or refund goods as quickly as possible from the time of being made aware of the situation.

D. It is the responsibility of the User/Customer to immediately notify the Company if there are any delivery problems or if the goods ordered are unfit for purpose, not as described on the Web Site or not of satisfactory quality. Customers may send an email to customerservice@therachelstarr.com.

E. **Return/Exchange Policies.** The following are the Company's Product Return and Exchange Policies:

1. 100% Customer satisfaction is our goal! If you are not happy with the Product you purchased, please contact us in order that we can discuss the issue with you and resolve the matter to your satisfaction!

2. Products can be returned to the Company for a refund or exchange if the Product is damaged upon your receipt, or, in the case of a DVD purchase, the DVD does not function or play properly or if you are simply not satisfied with your purchase. Customers who desire to communication with the Company concerning a Product and/or to arrange for a Product return,

should contact the Company at the email address set forth above and explain what Product you ordered, what your complaint or issue is with the Product, and how you would like to resolve the issue (i.e. exchange or refund). The Company will respond to your inquiry within three (3) business days and will make arrangements with you directly to resolve your refund and/or exchange.

F. **Shipment of Ordered Products.** We want to deliver your Products as soon as possible so you can enjoy them! Most of our Products will be shipped to you within 3-5 business days. Special, Personalized Products may take up to ten (10) business days to ship to you (so Rachel Starr can write you a personal note and message!). Once your Product ships, we will send you an email confirming the shipment date and providing you with a tracking number for your shipment.