



## **TERMS AND CONDITIONS FOR SHIPPING AND DELIVERY**

### **Payments**

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At the time a payment is made, the customer is confirming the order. It's important to make the payment to separate the product from the stock.

For orders that need production, an **advance payment of 50% of the total price** must be paid, the rest is charged after the production is finished.

At the moment that the purchase is confirmed is very important to review the terms and conditions agreement.

### **Delivery time:**

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**Deliveries are made from 5 to 8 weeks**, depending on the order quantities. A partial delivery agreement may be reached. Once the customer has been notified that the order is complete, We request that the total amount of the debt be paid to proceed upon delivery, as AndJacob does not have storage space.

Any action outside of AndJacob's hands for which there will be any possible delay (such as inability to obtain materials needed from usual sources of supply, labor and/or transportation shortages, labor difficulty involving AndJacob employees) the customer will be notified.

### **Cancellation**

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**You have a period of 48 hours to make a full refund** in case of cancellation, after this time AndJacob keeps 30% of the total amount of the order.

### **Shipments and deliveries**

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Deliveries in Mexico City do not have a shipping cost. And they take place from Wednesday to Friday from 9:30 a.m. to 5:30 p.m. For the shipment where the client provides us with his guide and folio collection, any mishap or damage linked to transport, the customer must go with their carrier and **5% of the total order is charged for packaging costs.**

# and **J a c o b**

In case you require AndJacob to generate the shipment, the options in national shipments are FedEx and Redpack; for international shipping the option is DHL; this cost will be reflected in the final price.

It is highly recommended to **add shipping insurance** which It has a cost of \$70 + 1% of the total amount of the final price in national shipments, for international shipments, the cost is 1% on the declared value. (These costs may vary according to the messenger service)

For shipments of large-volume items, please contact your salesperson for a special quote.

## **Refunds and Returns**

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All returns for manufacturing defects will be previously agreed with AndJacob. It is important to consider that AndJacob cares about quality standards, which is why each of our products has a planning process and design, likewise, the products are inspected by quality control before shipping to ensure the order is in good condition and ready to ship. Color variations and veining are inherent in the stone and are considered part of the natural beauty. All items are handmade and therefore are subject to variations.

For products damaged by shipping, it **is required to report within 36 hours after delivery**; and it is important to us please provide pictures and videos of when you received the package, showing the guide and conditions of the box before being opened and during the unpacking process. And we will be happy to follow up on your claim (if the guide was generated by AndJacob) due to the mishandling of parcels, after this time and without evidence it is not possible to proceed to replace or refund by AndJacob, as the couriers imperatively request it.

## **shipping calculation**

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Each box carries a maximum weight of 25 kg, unless the item shipped by itself exceeds the weight mentioned.

## **Warranty**

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AndJacob offers a guarantee on all its products, which have a manufacturing defect. This guarantee can be canceled in case the client has not followed the Instructions for use and maintenance.