



Avalon Greetings Limited T/A Namecards4u - Returns and Restocking Terms and Conditions

1. Definition of Card Types

For the purpose of returns and restocking, cards are broken into two categories A) General Cards B) Seasonal Cards - General cards are all cards other than seasonal Cards. Seasonal Cards are cards for particular times of the year, e.g. Christmas, Valentines, Mothers Day, Fathers Day, St Patricks Day, Communion, Confirmation and any others that are specifically advised as seasonal cards, from time to time.

2. Free Returns of Seasonal Cards

Subject to compliance with these terms Seasonal Cards are eligible for full credit at end of each season. To avail of full credit for seasonal cards, these cards must be returned to us within 14 days of our notification to you of end of season date. e.g. For Christmas cards you will receive a notification of end date (some date in January) and you will have 14 days to return these cards to us. We pay for return of all seasonal cards within this timeframe. All you have to do is confirm to us that the qualifying cards are ready for collection (and do so within the 14 days allowed) and we will arrange collection free of charge from your premises. To qualify for this option any returned seasonal cards must be cards originally purchased from us within 6 calendar months prior the notified end date.

Cards for returns under this system must be securely and safely boxed and ready for collection by our couriers on the day you notify us of availing of this option. Should our courier call after your notification and returns are not boxed and ready for them then the responsibility for return will be yours. This option expires exactly 14 days after the notified date.

Important - the minimum number of specific season cards returns to qualify for "free collection" of these is 12 cards.

3. Paid Returns of Seasonal Cards

If the time limit on free returns in 2. above has expired, you may still qualify for Seasonal cards to us up to 60 days after the notified end of season. There is a 12.5% restocking charge for returns received within this timeframe and we do not pay for the cost of collection. All other terms as in 2. above apply.

4. Seasonal Cards outside of returns period

Some retailers like to hold onto stock to re-use at a later date, and this too is acceptable to us. If you hold onto seasonal cards beyond the terms of 2 and 3 above, you are deemed to have purchased them on a non return basis, and you hold onto the cards, and you are free to use them for future seasonal times. Please do not return cards to us outside of terms of 2 and 3 above, as these will not be credited to you

5. Returns of General Cards

Please read 1. above to understand what are General Cards. General Cards are supplied on a non return

basis. However, if you wish to return general cards to us and do so within 6 months of original order date, we are prepared to accept qualifying returns on the basis of a 15% restocking/ warehousing charge. No more than 15% of the total pricing to you of all general card purchases by you in the calendar year to date, will be eligible for restocking returns. You can avail of reduction in the restocking charge in the following manner - if you return cards and at the same time order quantities of equivalent amount card types as in A, B, C card types, then your restocking charge will be reduced to 12.5% based on each returned card type for which you order the equivalent quantity replacement card types, at the same time as making the returns. If your order is 100% more than the restocking quantities then the restocking charge is reduced to 8%

6. Cards invalid as acceptable for return

Only cards that are fit for resale, are eligible for consideration as returns -i.e. card and packaging are in original condition - as deemed by us.

We will not make any allowance for cards that are damaged in any way or which we cannot put out for resale immediately. This includes, physical damage to cards, packaging, placement of stickers on packaging or writing on packaging, weathering of any kind, damage caused from handling or caused while on display on the stand or marks or dents on cards. This is just a sample of the types of cards that are not eligible and it is not exclusive. If you return cards and they are not eligible we will advise why, and such cards will be treated as waste and disposed of appropriately by us. We do not return cards that do not qualify, so please check all cards before submitting them for return.

7. Final Decision on Eligibility for Returns or Credit

Cards that comply with the above conditions will be eligible for refunds/credits within the terms stated above. Final decision on any matter in relation to same, will be ours and you will be notified of same

8. Packaging of Returns

Cards being sent to us for credit must be received by us in good condition. This requires that you ensure your returns box/packaging will ensure the contents are received by us in acceptable condition. We recommend either keeping boxes as supplied by us as part of an order from you, or using equivalent quality boxes and appropriate wrapping for packages being returned to us. All cards being returned to us should be addressed as below or qualifying cards under option 3 above, will be collected by couriers on our behalf and courier will have delivery label for the package.

9. Governing Law

This terms shall in all respects be construed in accordance with the laws of the Republic of Ireland and the parties submit to the exclusive jurisdiction of the Irish courts in respect of any dispute arising hereunder

10. Trial

Namecards4u.com are trialling this system with Confirmation and Communion Cards and should this be successful, we will roll it out as above. However, we reserve the right to withdraw this service at any time giving 30 days notice by email to your account email.

These Terms and Conditions for Returns and Restocking have been updated on this date:-
14th March 2019

Avalon Greetings Ltd,

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