

Complete this form and Fax to O'Keefe Arts.

Tel.: 1-203-774-3513
 Tel. (Toll-Free): 1-855-641-6957
 Fax (Toll-Free): 1-855-207-6152
 Email: orders@okeefe-arts.com
 www.paintingframesplus.com

CREDIT CARD AUTHORIZATION

TYPE OF CARD: VISA MASTER CARD DISCOVER AMERICAN EXPRESS

CARD NUMBER (enter last four digits only): XXXX - XXXX - XXXX - _____ AMOUNT: _____

CREDIT CARD BILLING ADDRESS

STREET: _____

CITY _____ STATE: _____

ZIP CODE: _____ TELEPHONE (including area code): _____

X _____

CARDHOLDER NAME "PRINTED"

X _____ DATE: _____

CARDHOLDER AUTHORIZED SIGNATURE

I CERTIFY THAT THE ABOVE STATEMENTS AND INFORMATION MADE IN THIS AGREEMENT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE. I ALSO CERTIFY THAT I AM AUTHORIZED TO EFFECT CHARGES TO THE ABOVE CREDIT CARD NUMBER. IN CASE OF ANY ISSUES OR DISPUTES CONCERNING THIS TRANSACTION I WILL NOTIFY PAINTING FRAMES PLUS PROMPTLY TO RECTIFY THE SITUATION PRIOR TO NOTIFYING MY CREDIT CARD COMPANY.
 (Please note: Shipping address must match your billing address (above) or merchandise will not be shipped. Charge will appear on your credit card statement as O'Keefe Arts.)

RETURN POLICY

Refunds will not be processed without first contacting Painting Frames Plus to obtain a "Return Authorization Number" (RAN) and a return "Ship To" address for any of the following reasons:

1. If **you do not like your merchandise** (for any reason ... e.g. size, color, etc.), and it has not been used, you must:
 - a. Notify Painting Frames Plus **within 14 days** of receipt of your ordered merchandise.
 - b. As a specialty item, there is a 25% restocking fee for all such returns.
 - c. Customer is responsible for return shipping and all associated shipping fees.
 - d. Merchandise must be returned in an unused condition and repacked in its original packaging, including interior packing.
 - e. After the merchandise has been received and inspected, a refund will be issued, less the 25% restocking fee. Please note, a refund will be issued only if the merchandise is received in new condition, has not been used, and is suitable for restocking.
- (IMPORTANT: No returns/refunds will be processed for "custom" cut frames.)
2. If **there is a manufacturing defect**, you must:
 - a. Notify Painting Frames Plus **within 48 hours** of receipt of your ordered merchandise.
 - b. Merchandise must be returned in an unused condition and repacked in its original packaging, including interior packing.
 - c. Painting Frames Plus shall issue a "call tag" with the shipping carrier and verify arrangements with the customer for shipping carrier pick-up.
 - d. After the returned defective merchandise has been received and the reported defect verified, the customer shall have the option to either receive a full payment refund, receive an identical replacement item, or select a different replacement item of equal value.
3. If **there is an order and/or shipping error caused by Painting Frames Plus**, you must:
 - a. Notify Painting Frames Plus **within 48 hours** of receipt of your ordered merchandise.
 - b. Merchandise must be returned in an unused condition and repacked in its original packaging, including interior packing.
4. If **there is damage caused by the shipping carrier**, you must do the following prior to accepting and/or signing for the package:
 - a. If there is any visible physical damage to the packaging, be sure to have the carrier acknowledge the damage prior to you signing and/or taking possession of the package and have him/her document the damaged condition of the package directly on the paperwork that you will be asked to sign. Failure to do so may jeopardize any future claim with the shipping carrier.
 - b. Some carriers may permit you to first examine questionable merchandise prior to signing for it in order to rule out that suspected shipping damage has occurred. If the carrier refuses to agree to this, **DO NOT ACCEPT THE PACKAGE and DO NOT SIGN FOR IT.** (The carrier will return the package to the sender.) IMPORTANT: Once the package has been opened the carrier will not be able to send the package directly back to the sender. At this point, if visible physical damage is present on the merchandise, you must have the shipping carrier document the damaged condition directly on the paperwork that you will be asked to sign. This documentation will be used for claim submittal with the shipping carrier company.
 - c. Notify Painting Frames Plus **within 48 hours** of receipt or rejection of your ordered merchandise, to assist us with any claim process that is required and to be advised regarding the replacement of merchandise.
5. Merchandise must be returned in an unused condition and repacked in its original packaging, including interior packing.
6. Painting Frames Plus shall issue a "call tag" with the shipping carrier and verify arrangements with the customer for shipping carrier pick-up.
7. After the returned merchandise has been received in new, unused condition, the customer shall have the option to either receive a full payment refund, receive an identical replacement item, or select a different replacement item of equal value.

X _____

DATE: _____

CARDHOLDER AUTHORIZED SIGNATURE