

TERMS OF SALE

CANCELLATION & RETURN POLICY

delacav is dedicated to excellence in customer service.

That said, please note that your delacav product is an individual, customized, handcrafted product that is made to order upon order and that takes time, labor, materials and love to produce. Because of the individuality of our products, our Terms of Sale and

Cancellation & Return Policy is somewhat robust.. Please read carefully and feel free to ask for clarification.

Bottom line is... if we mess up, we'll fix it. If you have an issue, we'll do our best to find a reasonable solution.

Product Characteristics

delacav sells exotic & fine leather products which are tanned in individual lots, therefore color & saturation will vary and natural characteristics will be evident. This is the result of using natural materials in the manufacturing process and is not to be considered a defect.

Matching

Your boots will match in style, color and size of course, however keep in mind that no two exotic skins are alike. We do not "match" skins from one boot to the other although we do pay special attention to achieving close symmetry. That said, "matching" skins is an available option, however to do so requires time and therefore an additional fee will apply. The purpose of "matching" is aimed at ensuring when you look down at your boots, for example, that one alligator tail boot is very nearly perfectly symmetrical to the other. It's an individual preference.

Delivery Time

Timeframe for delivery will vary from one style to the other but an estimated delivery timeframe is 6-12 weeks. The delivery date on your order is ESTIMATED and may fluctuate by 3 to 4 weeks. We will keep you informed of your order status, and once your order is ready to ship, a delacav representative will contact you to confirm delivery address and/or details.

Payment Policy

All orders must be paid in full upon order, unless you opt into our payment plan which requires 50% down payment (you must use a credit card to take advantage of this offer) and we will charge remaining balance to card on file prior to shipping, approximately 6-12 weeks out. Additionally a 5% service fee will be assessed to your total order, minus taxes & S/H.

Payment Prior To Delivery

All orders must be paid in full prior to shipping or delivery. Any remaining balance will be charged to the original credit card on file unless otherwise stated by the customer, prior to delivery. If remaining balance is not received or does not clear prior to shipping, you will wholly lose any deposit you have with us and have no right to the product.

Changing an Order:

You may change your order in writing via email or fax within 24 hours after we receive it without incurring penalty. Email us at delacav@delacav.com or call us at 1-877-DELACAV to get appropriate fax number. Feel free to call us first to talk about your change, then put into writing.

Canceling an Order:

If you have paid for your order in full, you may cancel your order in writing via email or fax within 24 hours after we receive it and we will give you a 100% refund. Email us at: delacav@delacav.com or call us at 1.877.DELACAV to get appropriate fax number. If you have opted to pay for your order via a payment plan and according to our terms, you may cancel your order in writing via email or fax within 24 hours from the time we receive it (as indicated above) and we will give you credit toward future delacav product, less a service fee equal to 10% of your original order. The credit must be used within six months of date of the initial purchase/order.

Returning a Product:

A Return Merchandise Authorization (RMA) number is required when returning merchandise to us for whatever reason, so contact us at 1-877-DELACAV or email us at ma@delacav.com requesting an RMA number. We are happy to attend to return items for modifications or adjustments only. Items for adjustment will be accepted only within 30 days from the time of delivery for initial feedback, evaluation, and determination of resolution. If you need to return a product as a result of issue on our part and we are not able to resolve the issue to your reasonable satisfaction, you will receive a 100% credit toward any future delacav product purchase of equal value. This credit must be used within six months of date of the initial order. If you return a product for revisions due to personal reasons, you will be responsible for incurring any costs associated with revision. If you choose to return a product for any reason not the fault of delacav, within 30 days from the date of delivery, then, at our discretion we may offer you a credit toward a future delacav product with a 50% remarketing fee.

Sample Sales

All samples or floor samples are sold "as is" and are non-returnable.

Gift Certificates

Gift certificates may be purchased and are non-transferable, non-redeemable for cash and valid for one year from date of purchase.

Additional Provisions

It is our policy not to accept any merchandise back for credit or exchange unless it is unused, in resalable condition and in the original packaging. If we must resort to using a collection agency or legal council to attempt to collect monies owed to us by you, it is understood and agreed by you, that you will be responsible for all collection, charge back and/or legal fees. Other than as stated herein we will have no liability or other obligation in connection with cancellations or returns.