



## Bright Valley Enterprises, LLC Policy Statement

- All sales are in USD.
- Purchaser is responsible for shipping/handling fees which are added to each order.
- Web site orders are accepted for USA addresses only. Non-USA addresses are requested to contact Bright Valley Enterprises, LLC through the email link on the home page for instructions and postage calculations.
- Any order delivered to a New Mexico address will be required to add NM sales tax (7.5625%).
- Order cancellation: If your order has not been physically sent out yet, cancellation of your order will result in a refund for the full amount. All refunds are issued via company check. We will not provide a credit to your credit card. If your order has been sent out, you have 10 days from the shipping date to contact Bright Valley Enterprises, LLC to request a return.
- Returns: All returns must have an RMA (Return Merchandise Authorization) number provided prior to product return. Returned product must arrive postage paid. Return request must be submitted within 10 days of order shipping date. Product must arrive as new, unopened from initial sealed packaging. Product(s) returned which are deemed to be opened, marked, blemished and/or damaged due to misuse or abuse will not be afforded a refund.
- No refunds/returns for custom imprinted items.
- Items deemed to be damaged during delivery will be replaced (n/c) after insurance settlement is fulfilled.
- Bright Valley Enterprises LLC reserves to right to refuse to any imprint request without explanation.
- Copyright/trademark protected images/logos can only be used by the rightful owner or authorized agent.
- Imprinted text will be in English only.
- Imprint ink is non-toxic. Ink report available upon request.