

Cameron & Smith Ltd.
Customer Policies

PAYMENT:

1. All customers must pay by Credit card, PayPal or check before any items are shipped out.
2. All customers must pay for all items purchased within three days or the purchase will be voided.
3. Lay Away provided on non special sale items only.
4. Lay Away customers have 3 months (90 days) to pay an agreed upon amount each month until paid in full. If the lay away is not paid in full by the end of the 90 day period, the purchase will be voided. (If any monies has been applied to the account all except a \$25 restocking fee will be refunded to the customer.)
5. All customers who purchase non special sale items and immediately pays for the 5 or more items at one time will receive an additional 5% off the total purchase.

APPRAISAL REQUESTS:

6. We offer appraisal by request for a \$175 flat fee.
7. Requester must send pictures of the items in question.

SPECIAL THEMED REQUESTS:

8. We will research and photograph themed requests on a case by case basis for a flat fee of \$25. The results will then be e-mailed to the requesting customer.

LOYAL CUSTOMER POLICY:

9. Loyal customers that purchase 10 boxes or more within a calendar year will receive one certificate for \$100 to be used in full towards their next purchase before the certificate's expiration date. (A loyal customer is a person who has purchased from us every year for at least the last 5 years)
10. New customers that purchase 25 or more boxes within a calendar year will receive one 10% off coupon to use on their next purchase before the coupon's expiration date. (Exceptional Customer Coupon)