

Shipping FAQs

We offer simple FLAT RATE shipping with no handling charges. The flat rate charges are based on the number of frames. Once you order 5 or more frames, our flat rate is \$9.95 anywhere in the US, Alaska, Hawaii and Puerto Rico. These rates are based on multiple frames shipping to a single address:

- We use USPS Priority Mail "flat rate" boxes for shipments of 2-4 frames.
- We use either USPS Priority Mail or FedEx Ground for shipments of 5 or more frames.
- USPS Priority Mail shipments include delivery confirmation.
- FedEx Ground shipments includes home delivery surcharges.
- USA is considered the continental US, with the exception of Alaska, Hawaii and Puerto Rico.
- APO/FPO are US military bases.
- USPS Priority Mail is the only ship method to APO/FPOs.
- For APO/FPOs delivery confirmation is to the last US city and not to the actual base.
- Multiple frames going to multiple addresses must be entered individually and are not subject to quantity shipping discounts.
- Shipping rates are subject to change, based on carrier rate increases. Any changes will be posted on our website.

Delivery Times and International Shipments

USPS Priority Mail shipments arrive within 4 business days. FedEx Ground shipments arrive within 5-7 business days. When you add these delivery times to our standard 10-day production schedule, most orders arrive 2 weeks after an order is placed.

- With USPS Priority Mail, delivery confirmation is confirmation that you've received the merchandise.
- With FedEx Ground, carrier confirmation is confirmation that you've received the merchandise.
- We do not ship stock frames internationally (outside the US).
- International orders are treated as custom orders, entered manually with individually quoted shipping rates.
- International order shipping rates may include customs, duties and/or tax charges.
- If an order is flagged "undeliverable" by a carrier, the customer is responsible for re-shipment charges.

Rush Orders and "In Hand" Dates

We try to accommodate rush orders without any additional charges through "in-hand" dates. When you checkout, you have the option to provide a desired "in-hand" date. If we can meet that "in-hand" date with our standard ship methods, then we will process the order*. The quickest delivery is 10 days from order date*. We do this through order prioritizing, bumping your order slightly ahead. However, if the "in-hand" date needed is less than 10 days from the order date, it has to be a **rush order**, and **you need confirmation from us** that your "in-hand" date can be met:

- *We use existing methods and are not responsible for postal or carrier delays.
- **"In-Hand" is an order prioritizing service. "In-Hand" requests do not guarantee a delivery date.
- If you KNOW you need a rush order, contact us first, to see if we can meet your request.
- Because our frames are "made to order", 1 week from order date is our fastest possible rush.
- Our ability to meet a rush order request is based on current production and seasonality.
- Sometimes we cannot accommodate rush orders based on seasons (ex: Christmas).
- Rush orders are entered manually by our staff and not on-line. •We will provide you with a special shipping rate/rush charge. •We may use USPS Express Mail or FedEx, based on the best rate. •Expect \$20-\$30 in shipping and rush charges.

E-Mail

cservice@frameitgifts.com
orders/customer service
designers@frameitgifts.com
frame designers/help desk
manager@frameitgifts.com
operations/marketing

Mail/Fax

Corporate Office
381 Casa Linda Plaza
Suite 345
Dallas, Texas 75218
Fax Line
(866) 886-9018

Phone

Studio and Main Line
(214) 324-9399
9am-5pm
Monday-Friday
CST

If you need more information please contact us:

30-Day "Re-Creation" Policy

We guarantee our frames to be free of errors or product defects. All merchandise is double checked prior to shipment and we're proud to have an error rate of less than 1%. However, because our products are handcrafted to order, we do not offer a traditional return or refund policy. We do offer a 30-day "re-recreation" policy. **When you place an order with Frame It!, you agree to this policy.**

- If any personalization mistake has been made on your frame or if there is any issue of product quality or workmanship, we will re-create your frame, based on your original order and re-ship it to you, at our expense. Please contact Frame It! within 30 days of receiving your order. All re-creation requests must be made within 30 days of receipt. **Frames cannot be re-created or replaced after 30 days.**
- No changes** to personalization can be made **after** an order is placed.
- We reserve the right to substitute fonts, adjust font size or replace "and" with "&" to accommodate space for long personalization requests. This is not considered a mistake or a quality/workmanship defect.
- Slight color variations from what you view on your monitor vs. your finished frame is not considered a quality or workmanship defect. Your finished frame is much richer in color and glossier than what you may be viewing. All computer monitors vary slightly in how they represent colors of .jpgs compressed for the Internet.
- If there is a defect in workmanship, the frame will be replaced as long as the customer has not damaged the frame and has **followed our special care instructions:** (found on the care card shipped with your order).
- If an error has been made on the gift card, we will re-ship a gift card replacement at no expense to you. This request must be made within 30 days of receipt.
- You may be asked to ship your original frame back to us. We may want to check the workmanship defect. Sometimes, if there is an error in personalization (like a date or name), we may want to keep the frame in our sample inventory.
- We will provide you with pre-paid postage and RMA instructions if this is requested.

Additional Terms and How We Communicate With You

Please make note of these additional order terms. All of them may not apply to you, but when you place an order with Frame It! you agree to and acknowledge these terms as well.

- You receive a confirmation e-mail once your order is placed and receive an additional e-mail confirming your order has shipped.
- We are not able to accept order cancellations. Our shopping cart/production process is "real-time". Once an order is placed, your credit card is automatically billed and film goes into production.
- Because we make custom products, your credit card is billed prior to shipment. Guarantee of payment begins the production process.
- All Texas orders include sales tax. We remit state sales tax on Texas orders. If your state has some type of use tax policy on products ordered over the Internet, you are responsible for remitting use tax, if any is due.
- Please double check your personalization, grammar and shipping address, prior to checkout
- We reserve the right to decline any order based on personalization that is foul, offensive or could by association, compromise the Frame It! brand. Such orders would be refunded after processing is complete.

Copyrighted Works: Our Frame Designs and The Contents Of Our Website

By visiting and using the frameitgifts.com website you acknowledge the information below:

When you click on our frames, you will see small copyright statements and symbols on the designs. These original works are the intellectual property of DanLiz Enterprises, Inc., dba Frame It!. and these works are copyrighted, owned, controlled and licensed by DanLiz Enterprises, Inc. All of the printed materials, designs and illustrations on this site ("Contents") and the layout of these works and photographs ("Compilations") are also copyrighted and controlled by DanLiz Enterprises, Inc. Our frame designs, "Contents" and "Compilations" are protected by US and international copyright laws. No visitor or customer of this website, is authorized to screen shot, clip, copy or reproduce, for any reason, any of our copyrighted intellectual property. Theft of this intellectual property is taken seriously and will be pursued.

Our Privacy Policy

By visiting and using our website, you accept the policy below:

The information you are required to provide us:

Our site uses shopping cart technology. During order submission we must collect basic personal information including but not limited to: name, address, phone number and e-mail address. To complete your order, we must collect financial information including credit card information, expiration dates and/or AVS and CVC codes. This financial information is only used to bill the customer for the products they have purchased from frameitgifts.com. Each collection of financial information is for a single transaction and not for future purchases.

How we handle and how secure your information is:

Credit card information is submitted to and processed by PayPal. We do not retain and archive credit card information. The information exchanged during checkout is secure and is encrypted using SSL technology. Always look for the <https://> in your browser bar to ensure your transaction is secure. You will never be asked for a social security number, birthdate, etc. If you are uncomfortable with this process, you can place your order by phone, fax or e-mail. However, either way, we utilize Pay Pal online Web Site Pro order processing. Our providers; Network Solutions, Verisign, Shopping Cart Gurus, and Pay Pal are industry leaders in secure web technology and are PCI compliant. We do not keep or resell any of this personal financial information.

Automatic information and cookies:

Anytime you visit a website, cookies are used by the IP provider. It is a standard of the world wide web. We receive and store types of information whenever you interact with us. Cookies keep track of visitor shopping carts and store current session information. Cookies can be used by your web browser to interact with frameitgifts.com. If you disable your browser from accepting new cookies, you may not be able to take full advantage of our website's features.

What information we retain:

We do store customer e-mail addresses and contact information only for the purpose of communicating with customers during and after an order has been completed. As a business, we must be able to maintain customer records and order history. Also, we retain information from any of our website's "request for information" or "contact us" survey forms, so that we can communicate with the visitor or customer. When customers submit comments for our "What Customers Say" page, we never post our customer's full name or address. We protect your identity. Personal information is never released or sold to third parties.

You Must Be 18:

Frame It! does not sell products to children. You must be at least 18 years of age to purchase our products, but are welcome view this website and shop for frames with a parent or guardian.

Release of Information For Fraud Investigations:

While we do not release or sell information to any third party, we will cooperate with requests for information involving fraud. While we have faith in our choice of web partners like PayPal, isolated incidents of fraud on the web can occur. If it is believed that a customer has ordered a product off of our website fraudulently or with a stolen/unauthorized credit card, we will cooperate fully with all financial providers and law enforcement. This may involve releasing financial information, which we will do.

Protecting Yourself:

We do all we can to protect us and our customers. While we utilize SSL encryption to secure financial transactions, there are things you should do to protect yourself on the web. Never share or store passwords, always sign-off when using a shared computer, clear cookies and cache after web sessions, utilize virus and hacking protection software on your computer and NEVER complete a credit card transaction at our site or any website, unless you see the <https://> or secure server pad lock. This is your responsibility as a safe web shopper!