

## TERMS AND CONDITIONS

All orders of \$100 or more will be subject to a verification process which will include completing a credit card authorization form and a front and back copy of the card I am using to make the payment, along with proof of identity (passport, driver's license, etc.) and sending it to the email address of [TheMysticsAltar@protonmail.com](mailto:TheMysticsAltar@protonmail.com) through our secure system as soon as possible so that we can ship your order.

For orders outside the US we charge a \$15 to \$35 customs document fee. Additionally, the customer (importer of record) is responsible for all customs charges, withholding fees and duties incurred.

### NO REFUNDS, RETURNS OR EXCHANGES

All amounts paid are nonrefundable and there are no returns or exchanges.

### CANCELLATION POLICY

Once you place your order, you will not be able to cancel, add to or change your order.

### PROCESSING FEES:

ALL TRANSACTIONS ARE SUBJECT TO A **4.5% PROCESSING FEE**. Orders will be subject to a **\$9.99 SHIPPING AND HANDLING** fee per box.

### SHIPPING CHARGES

All packages are subject to additional shipping charges due to the fact that many pieces must be carefully packed and boxes sometimes need to be larger to prevent weights from breaking, in which case customer will be billed for such additional amounts and customers must pay the additional amount separately.

### RETURN/CANCELLATION/DISPUTE FEES

All sales are final. There are no refunds or exchanges, and we do not accept returned merchandise for any reason. All orders are MADE TO ORDER customer may not refuse or cancel or returned merchandise once the order has been placed and processed. Customer agrees to pay for the merchandise he or she ordered and is responsible for payment in full once the order is placed.

If an order is cancelled and the product has not yet been shipped, the customer will be charged a 25% restocking and administration fee.

If merchandise is refused or returned to us for any reason (including without limitation due to incomplete, incorrect or undeliverable addresses (including PO Boxes)), the customer will be charged for the shipping fees. Customers are responsible for providing correct information when placing their order, so be sure to provide your **FULL NAME AND FULL ADDRESS** when placing your order.

If the customer files a dispute with the merchant, the customer will be charged a \$150 fee, plus 20% of the total amount of the amount in dispute.

One or more or all of the charges set forth in these Terms and Conditions may apply.

### INCORRECT GOODS

If you receive a broken or damaged item due to a manufacturer's error, please email us with the following information within 7 days of receipt of merchandise (and please be sure to keep the goods and all packaging):

- Order identification number or invoice number
- Article code and quantity
- Photo of all damaged items

If after reviewing the photo(s) we determine that you have received a damaged item (such determination to be made in our sole discretion), we will arrange for it to be returned to us.

After reviewing the actual item, we will issue a credit or provide an exchange.

Please note that it may not be possible to replace some items, as determined by us in our sole discretion. In that case, you can either make an exchange or a credit will be applied to the customer's account, to be elected by the customer.

Any other discrepancies, such as missing items, must be reported to The Mystics Altar Inc. within 7 days of receipt of merchandise. Returned merchandise will not be accepted without prior written authorization from us.

**SHIPPING POLICY**

Due to Covid 19, shipping times are typically 15-17 business days, and may take an additional 1-5 business days to arrive depending on your location. Orders placed after December 5 will be shipped after the holidays. Orders are processed Monday through Friday during normal business hours.

**CHARGEBACKS**

Chargebacks and returned checks are subject to a \$150.00 processing fee plus a fee equal to 20% of the chargeback or returned check amount.

**ENFORCEMENT**

If we employ counsel or other efforts to enforce your obligations under these Terms and Conditions, to the extent permitted by law, all the reasonable attorneys' fees and any other costs and expenses arising from such efforts, and any and all expenses, court costs and charges relating thereto, shall be an additional liability you owe to us.

**GOVERNING LAW; VENUE**

These Terms and Conditions shall be construed, interpreted and enforced in accordance with the laws of the State of California without reference to California's choice of law rules. Any action brought under this Note shall be brought in the state or federal courts located in Los Angeles County, California.

**ENFORCEMENT; GOVERNING LAW AND VENUE**

In the event the Contractor employs counsel or other efforts to enforce your obligations under these policies, to the extent permitted by law, all of the reasonable attorneys' fees and expenses arising from such efforts, and any and all expenses, court costs and charges relating thereto, shall be an additional liability the Client owes the Contractor. These policies shall be construed, interpreted and enforced in accordance with the laws of the State of California without reference to California's choice of law rules. Any action brought under this Note shall be brought in the state or federal courts located in Los Angeles County, California.

**SPECIAL DISCLOSURE FOR PURCHASES**

I understand that, by placing an order Online or over the phone with Deseret Tavares/The Mystic's Altar INC, I am requesting for items that are custom made and such items cannot be sold to another customer therefore once your order is placed your order cannot be changed, canceled add to or returned.

I acknowledge and agree (i) that all fees and payments are nonrefundable, (ii) that all fees are subject to change without notice, and (iii) with all the policies and procedures set forth herein.

_____		_____
First Name	Last Name	Signature
_____		_____
Address		Date
_____		_____
City	State	Zip Code
_____		Country