



Order & Privacy Policies

Updated Monday, 25 November 2012

Order Information

Book Orders are shipped within a week of receiving an order via US First Class Mail. Letterpress broadside orders are shipped within ten days of receiving an order, via UPS Ground, insured. Purchases of original artwork, due to the value and nature of the material, require custom delivery arrangements that will be confirmed with the customer before finalizing the order.

Returns

We do not give refunds or exchanges unless an item has been damaged during delivery. We provide as much information as we can so that customers can be certain, before ordering, that they will be satisfied with their purchase(s), and are also available to answer questions or provide additional digital images to help with purchase decisions.

If an order is damaged during delivery, please contact us immediately to make arrangements. For books, we ask that customers return the damaged book to us, after which we will mail an undamaged copy. For letterpress broadsides and original works of art that have been shipped insured and arrived damaged, it is the responsibility of the customer to note and document any damage directly with the shipping company at the time of delivery; unless this is done we will be unable to collect on shipping insurance and therefore unable to reimburse the customer for the damage.

Privacy Policy

When customers make a purchase from us, we require their name, email address, mailing and/or shipping address, ZIP code, phone, and payment either by check or credit card number. This

Ukiah Administrative Office: 780 Waugh Lane Ukiah, California 95482 ph/fx: (707) 462-4557

Napa Studio: Post Office Box 1132 St. Helena, California 94574 c: (707) 391-7677 design@coloredhorse.com

information allows us to process the order and contact customers by phone, postal mail, or email if questions arise regarding their order.

Once an order is processed and shipped, we do not keep credit card information on file. We do not share personal information with other companies, and we do not contact customers for marketing purposes unless they have specifically asked to be added to our mailing list.

Privacy Policy Updates

We will periodically amend our Privacy Policy. If this occurs, we will post the new policy on our Web site. Once posted, the new policy will go into effect immediately, replacing any previously stated policy.

Assistance with Orders and Additional Information

For assistance with orders, including expediting delivery, or if you have any questions, please contact us:

Hours: Monday–Friday, 9:00 a.m.–5:00 p.m. (PST)

Email: admin@coloredhorse.com

Phone & Fax: (707) 462-4557

Shipping and Mailing Address (Commercially-zoned):

Colored Horse Studios

780 Waugh Lane

Ukiah, California 95482

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