

If you request modification of a listed or purchased piece or another form of custom order, you must contact me. Please review the following:

## **1. MODIFICATIONS**

For order adjustments please contact me. Modification deems the item as Custom Order, which cannot be cancelled, returned, and/or refunded. I will strive to accommodate you within reason and make every effort to accommodate your request to modify a piece beyond options provided within the original item posting. You will be contacted if I am unable to fulfill your needs and options may be discussed with you to reach an agreement.

There might be an additional charge according to the materials and/or work needed or requested. Upon reaching an agreement I will outline all within a final Custom Order listing and invoice, proceed with your purchase that includes payment for the modification.

**1a. Modification of Listed Item:** If you request modification of a listed piece, you must contact me prior to completing purchase. Upon reaching an agreement, including time needed, etc., I will outline it all within the final Custom Order listing and invoice, and proceed with your purchase and payment. Modifications to posted items beyond options provided within the original item posting deems the item as Custom Order, which cannot be cancelled, returned, and/or refunded. Upon receipt and confirmation of payment I will begin modification, and inform you when the item is shipped to you.

**1b. Modification of Received Item:** After receiving the purchased item, if you are unsatisfied, you have three options: a) add a removable length extender, (b) return the item according to Return and Refund Policies, or (c) contact me *within 48 hours* of receiving the item. You will receive a response from me to reach an agreement on any requested modification. This must be done before the item is shipped back to me. Do not ship any item back to me without first notifying me and receiving my response. Items shipped back without this timely two-way communication will not be accepted. Upon reaching an agreement, including time needed, etc., I will outline it all within a final Custom Order listing and invoice, and proceed with your payment. The item must then be returned to me *within 48 hours* of the agreement. The cost of shipping an item back to us is your responsibility. Upon confirmation of payment and receipt of returned item, I will begin modification and inform you when the item is shipped to you. There will be re-shipping charges to send the item back to you.