

# VLM CREATIVE

## Holiday Gift Wrapping Service Terms & Conditions

### Pricing

There is an initial \$25 Service Fee for all requests. Gift wrapping rates range from:

- \$5.00 to \$6.00 per package for small packages
- \$8.00 to \$10.00 per package for medium packages
- \$12.00 to \$15.00 per package for large packages
- Pricing is set by choice of wrapping paper, ribbon and bow. There is an additional charge for more extravagant requests and special orders.
- If you have your own supplies, there is an initial \$25 service fee and rates are \$4.00 for small packages, \$6.50 for medium packages, and \$10.00 for large packages.

### Payment

- All services require an advance deposit of 50% of estimated charges by cash, personal check, or credit card at the time appointment is booked. We accept Visa, MasterCard, AmEx, Discover, and PayPal. Minimum deposit is \$25. The deposit is credited on your final balance.
- All additional service charges incurred will be due upon completion of service.
- A major credit card number must be provided as security upon request of services.

### Hours of Operation

- Business office hours are 9:00 a.m. – 5:00 p.m., Monday – Friday and 9:00 a.m. – 2:00 p.m. on Saturdays.
- Services may be available by appointment beyond business office hours. After-hour fees are 1.5X regular rates.

### Conditions

- We will make every attempt to reply to all requests for services within 24 hours.
- We request that you provide at least 24 hours lead time on all requests. We will always do our best to fulfill requests for service as soon as possible, on a first come, first serve basis.
- VLM CREATIVE primary service area is Katy. Pick and delivery in Katy is FREE. There is a \$25 delivery fee within West Houston (Beltway 8 as the eastern limit from Katy), Richmond, Sugar Land, Cypress, Memorial, Galleria, and Spring Branch. Requests outside the service area will be considered on a case-by-case basis.
- If services are requested outside of standard business hours, additional charges may apply.
- VLM CREATIVE holds the right to refuse any business it feels is unsafe and unsuitable for its representatives.
- Credit cards held as a security will not be charged unless the client fails to provide alternate method of payment upon completion of service.
- Cancellation fee is \$25 + cost of any supplies purchased for the specific job. The purchased supplies will be your property and you will be responsible for arrangements to collect them.
- VLM CREATIVE reserves the right to make all final decisions on services and related costs.