**Sales and Shipping Policy**

**MINIMUM ORDER:** ALL CUSTOM ORDERS MUST MEET A MINIMUM OF $100.00 EXCLUDING FREIGHT CHARGES. SOME ITEMS REQUIRE A MINIMUM QUANTITY PURCHASE.

**CUSTOM ORDERS & DYE ORDERS:**  
All custom orders must be received in writing, either by text or mail. Custom orders must be paid in full before the order can be processed unless credit terms have been established prior to placing the order. Please allow up to two weeks for processing. Additional time may be needed during Peak Season. All custom dye orders are subject to a 10% color and quality variance. Develop formula for custom dye orders fee $150.00 per color. Please contact us for inquire at [info@boanoveltyfeather.com](mailto:info@boanoveltyfeather.com) or (305)633-8586.

**DISCLAIMER & LIABILITY:**  
Our feathers products are natural and or are made with natural materials, therefore each item will have unique differences and quality variances. All feathers and feather products are subject to a 10% color and quality variance. Please also note that Dyed Feathers are also not Colorfast.

**QUANTITY PRICING:**  
All price breaks are based on stated quantities per style, per color. Styles and colors cannot be mixed to achieve quantity pricing.

**SHIPPING:**  
We ship Monday - Friday. (12:00PM- 6:00PM) via FedEx, UPS OR AVIANCA from MIAMI, FL.  
Allow 1-3 Business days to process stock orders.   
Please note our shipping department is closed on the weekend and all major holidays.  
If you need to expedite your order, Contact US (305)-600-2645 24/7 or email us at [info@boanoveltyfeather.com](mailto:info@boanoveltyfeather.com)  
Boa Novelty Feather Corp is not responsible for missing packages and/or damaged products resulting from errors made by the shipping carrier. Please contact us by phone on (305)-600-2645 to process claims as soon as possible.

**INTERNATIONAL SALES AND EXPORT INQUIRIES:**  
Yes, we ship and export internationally. However, here are some things to consider before placing an international order for feathers and or feather products.  
ALL Custom Fees or Duty Taxes associated with the international purchase of Feathers and Feather Products are the responsibility of the buyer and are Non-Refundable. Unfortunately, we cannot guarantee delivery time on international orders. In rare circumstances, Customs or Immigration can seize items and/ or can cause a delay in delivery.  
Contact our Sales Team by email at [info@boanoveltyfeather.com](mailto:info@boanoveltyfeather.com) , or by phone at (305)-600-2645 24/7

**PAYMENT:**   
We accept Zelle, Visa, MasterCard, and American Express credit and debit cards for payment.  
A payment Authorization Form and Copy of ID may be needed for some Out of State Purchases.  
Please be advised: Using a debit card will place a “pre-authorization hold” for funds in your bank account before the final sale is processed. This is a common bank practice handling debit card transactions to ensure sufficient funds and account authenticity. This authorization will clear and release the funds back to your account (depending on your bank, usually within 48 – 72 hours, but can take up to 5 days). If you need help speeding up the process, you can contact the issuing bank of your debit card.