

The Berkeley Doll Hospital

Agreement to Terms Form

- Our non-refundable evaluation fee is a minimum of \$25 per doll. This is made up of (\$15) for evaluation and a minimum of (\$10) for return shipping. The return shipping fee will vary based on size and destination. We will notify you before the return shipping charge is processed.
- We reserve the right to discard or donate items received without a completed Agreement to Terms Form, or for which valid credit card information for use in paying the required evaluation fee and subsequent repair fees, is not included in the box with the item(s) to be evaluated.
- If several items are to be sent in the same box, please include a Keepsake ID Form with each item. This form allows you to instruct us as to specific work you wish us to price out for you.
- In addition to quoting on work you request, we may suggest other improvements or nice things we could provide such as clothes, wigs, bows, etc.
- We do not take responsibility for dolls broken in transit, so be certain to package the item with the utmost care. We will take digital photograph(s) of each item received for the purpose of establishing it's condition when received. If any of the dolls are made of easily breakable materials they should be packaged separately and each box should contain a completed Doll Repair Request Form. We recommend that you seek professional advice on packaging.
- Our financial liability for any item sent us for repair, or otherwise left in our care, shall be limited to actual collected charges for work performed prior to the damage or other loss.
- Our minimum restoration charge is \$35 per doll. A firm quote (or estimate, for situations where full extent of work cannot be determined without first beginning the restoration process) will be emailed or sent by US mail to the sender of record within a few days. E-mail is the preferred means if you have access to our website and if your computer has a printer for printing out the necessary forms. All communication from us will be in writing, however, you may feel free to call with questions once you have received your quotation.
- Hardcopy authorization to proceed, with all or a part of the recommended work, must be received within 10 business days of the date shown on our quote. Unless other payment arrangements are made, the credit card account provided in the customer information section of this form will be charged for 50% of the total amount of charges for the work you authorize to be done.
- If authorization to proceed is not received in the stated time, the doll will automatically be repackaged and returned to you by UPS. (i.e. if you do not wish to proceed with part or all of the recommended work, you need do nothing and the doll will automatically be returned.)
- Restoration time will vary depending on the type of work and backlog. Once your item is completed, you will be notified by email or phone call.
- Unless you instruct us otherwise, within ten business days of the date shown on your notification of completion, the same credit card information provided below will be used for payment of the final balance on your account. (generally 50% of the total charges)
- Once payment is finalized your keepsake will be carefully packaged and returned to you by USPS ground, which includes basic \$100 insurance. An additional shipping charge will be added for oversized packages or where additional insurance is required to cover our actual shipping costs.

Customer Agreement: I agree to the terms stated above and authorize use of the credit card information provided for payment of the evaluation fee noted above. I further authorize the Berkeley Doll Hospital to charge this credit card to pay for any subsequent work which I specifically authorize, with 50% of the amount to be charged before work commences and the remaining 50% upon completion.

Signature of Cardholder: _____ Date: _____