

Pages by Heather Customer Agreement

Customer Name: _____

Customer Address: _____

Mailing Address for Completed Project (if different):

Is this a gift or surprise?: _____ **If so, is there anyone
who I should not leave messages with?** _____

Home Phone: _____

Cell Phone: _____

Best Time to call: _____

E-mail address: _____

**Read the following carefully. By signing this agreement you accept the
terms of this agreement without exception.**

1. All items to be used in the scrapbooking album (paper, pens, stickers, adhesives, etc.) are to be photo-safe. Any unforeseen damage resulting from these products is not the liability of Heather Fuerniss or Pages by Heather.
2. Acid/Lignin-free permanent adhesive will be used to mount photos and objects on layouts. Attempting to remove photos and items on layout will result in damage to the item. Customer must request the use of temporary photo safe adhesive or photo corners and pay an additional fee for this service.
3. All photographs are subject to cropping and being altered unless noted by customer in initial consultation.
4. If photos are damaged in the care of Heather Fuerniss/ Pages by Heather in the event of a flood, storm, fire, theft, etc. it is agreed that Heather Fuerniss will pay the cost of reprinting all photographs from their negatives or memory card. If photos are irreplaceable or memorabilia is

damaged, the customer agrees not to hold Heather Fuerniss or Pages by Heather liable.

5. All items provided by the customer that are not used will be returned with the customer's completed album unless otherwise agreed upon.
6. Pages by Heather requires initial consultation, acceptance of signed customer agreement, and 50% deposit to begin work on any project. Remaining balance must be paid in full before completed project will be shipped.
7. Customer agrees to pay shipping charges of completed album and unused items. A final bill will be sent via e-mail for the cost of the shipment and will be due upon receipt. The projects will be insured for the total cost of the project and the cost to replace all photos. The shipping agent will be liable in the event a project is lost or damaged during shipment.
8. Customer's order may be canceled at anytime, but the customer is liable for the cost of each page that has been created at \$17.00/page. The deposit will be returned minus the cost of the completed work and return shipping. If the amount due is more than the deposit amount, items will be withheld until full payment of the remaining balance is received.
9. Heather Fuerniss/Pages by Heather will make every attempt to ensure customer satisfaction during the creation of the project. If the customer is not satisfied, Heather Fuerniss agrees to recreate a total of two pages and, in addition, to make adjustments to up to two additional pages. Customer must request changes via phone or e-mail within seven days of project receipt. Heather Fuerniss/Pages by Heather does not offer refund of money for any completed projects or layouts.
10. The customer's layouts may be used as example ideas for future customers and may be used on Pages by Heather website, unless customer makes a request for Heather not to do so. Customer layouts will not be shared in any public forums such as scrapbook websites and message boards. Customer layouts will not be submitted for publication in any magazine by either Heather Fuerniss or by the customer.
11. By signing this agreement customer agrees to all terms contained therein.

Customer Signature: _____

Date: _____

Heather Fuerniss: _____

Date: _____