

Sales Order / Invoice / Purchase Order No.: _____

BILL TO INFORMATION

Name (as it appears on Credit Card): _____

Bill to address: _____

City: _____ State: _____ ZIP: _____

Card Type: ☐ AMEX ☐ Discover ☐ Visa ☐ Mastercard

Card Number: _____

Exp. Date (mm/yy): _____ CVV: _____

Payment Policy

Credit Card will not be charged until the order is ready to ship. We do not accept third party credit cards. For full Payment Policies, please refer to the Terms and Conditions at www.vandh.com.

Delivery Inspection

Our products are carefully packaged and inspected by our quality control team prior to shipment. Upon delivery, you or your receiving company must inspect each item before signing the carrier's delivery receipt. Any visible damage must be clearly noted on the carrier's Bill of Lading before the driver leaves. Signing the delivery receipt without noting damage confirms the items were received in good condition and may affect the ability to file a claim.

If damage is severe and cannot be easily repaired, the shipment should be refused at the time of delivery. If the driver will not wait while the shipment is inspected, please note the driver's name, truck number, and "Driver Won't Wait for Inspection" on the delivery receipt.

Damage Reporting & Claims

To file a claim, please visit www.vandh.com, scroll to the Returns section, at the bottom of the page, and access the Claims Form.

Damaged items must remain at the original ship-to location so the carrier may inspect them if necessary.

Returns Policy

If a return is required, the item must be refused at the time of delivery and remain in its original packaging. Once an item has been accepted into the home and the original packaging discarded, the order no longer qualifies for return under our policy.

Returns are not accepted without prior approval and may be subject to a 30% restocking fee plus applicable shipping charges. Due to the handmade and hand-painted nature of our merchandise, natural variations in color, finish, and size may occur and are not considered defects.

Authorization & Acknowledgment

By signing below, you confirm that:

- The credit card information provided is accurate and authorized for use.
- You authorize Villa and House to charge this card for the approved order.
- You acknowledge and agree to the policies listed above.

Signature: _____

Date: _____