

# *Warranty*

Dolls by Diane warrants all of our repair work for defects in our workmanship, and any materials that we add to your doll. We will replace any part that we make that is defective. We cannot be responsible however for original parts of the doll, visible or hidden that are used in the repair or restoration of your doll. In most cases we will attempt to point these out to the customer, but the policy is still the same if we don't.

New clothing and in most cases shoes and socks and other items to dress and accessorize your doll are considered a special order item, and is not returnable if there is no problem with workmanship. Fabric choice as to pattern and color will be made by us, based on what we believe best fit for the doll. If the customer has any special desires for fabric pattern or color, they must make them known at the time of order. If the customer so desires, a sample of the fabric can be mailed to them for approval before the clothing is made. There is a small charge and a brief delay in the order if this is desired.

Doll Cases are considered a special order item and are not returnable if there is no defect in workmanship. All doll cases are shipped insured. If the case arrives in damaged condition, It is the customers responsibility to contact the shipper and apply for the insurance reimbursement.

In any case of defective workmanship, Contact us to return the item for correction of the workmanship problem. We will reimburse you for your shipping cost for the return. This policy is offered in the interest of resolving any problem between customer and provider. However, any action beyond that contact and return such as a credit card chargeback will nullify our offer of return postage refund.