

Non-Refundable Deposit Policy for Maison Ethan Turner

Effective Date: June 2022

Thank you for choosing our bespoke perfume service. To ensure that we can provide you with a personalized and exceptional experience, we require a non-refundable deposit. This policy outlines the terms and conditions associated with the deposit and the bespoke perfume services provided by Maison Ethan Turner. Please read this policy carefully before proceeding with your order.

1. Deposit Amount:

- The non-refundable deposit amount required for our bespoke perfume service is 50% of the total. This amount will be communicated to you during the consultation or order confirmation process.

2. Purpose:

- The purpose of the non-refundable deposit is to secure your place in our production schedule and cover any initial costs associated with the creation of your bespoke perfume. It demonstrates your commitment to the process and allows us to allocate the necessary resources.

3. Payment:

- The deposit can be paid by the accepted payments method provided by our payment partners, and the payment details will be provided to you upon agreement. The deposit must be paid in full to initiate the creation of your bespoke perfume.

4. Cancellation or Changes by the Customer:

- As the deposit is non-refundable, any cancellation or changes to your order will result in the forfeiture of the deposit. This includes changes in fragrance preferences, bottle choices, or any other significant alterations requested by the customer.

5. Rescheduling:

- We understand that unforeseen circumstances may arise. If you need to reschedule your appointment or the production of your bespoke perfume, please notify us at least 14 days in advance. We will make every effort to accommodate your request, subject to our availability.

6. Order Completion:

- Upon completion of your bespoke perfume, we will notify you and provide a final invoice for the remaining balance. The outstanding balance must be paid in full before your perfume can be collected or shipped.

7. Order Abandonment:

- If you fail to pay the outstanding balance within 6 months after being notified of the order completion, we reserve the right to consider the order abandoned. In such cases, the deposit will be forfeited, and the product may be made available for sale to other customers.

8. Force Majeure:

- In the event of unforeseen circumstances such as natural disasters, acts of God, or any other force majeure events that prevent us from fulfilling your order, we will notify you as soon as possible. In such cases, we will discuss options for rescheduling or reaching a mutually satisfactory solution.

By proceeding with your order and paying the non-refundable deposit, you acknowledge that you have read and understood the terms and conditions outlined in this policy. If you have any questions or concerns, please feel free to contact us for clarification before making your deposit. These terms are subject to change and we reserve the right to update our terms as needed with no notice to our clients.

We appreciate your understanding and look forward to creating a unique and exquisite bespoke perfume experience for you.

Maison Ethan Turner

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