



Subscription Details – How It Works

Cocoa Daisy Subscriptions:

Subscribers enjoy a number of extra benefits, guaranteed availability of each month's kit, first Opportunity to purchase add-ons, convenient ordering by reply to our monthly subscribers' Email, special events and more. Please read on to learn how a Cocoa Daisy Subscription works.

Monthly Kit Delivery: Once you've signed up for a subscription, your kit will be delivered to you automatically throughout its duration. Your credit card of record will be billed on the 5th of each month. (Note: please let us know if your credit card renews, as we'll need to update the expiration date!) We typically ship subscriber kits by the 10th of each month, or on the first business day following, when the 10th occurs on a weekend or holiday.

Pricing: Standard monthly kit pricing is \$32.95. Subscribers receive \$3 off (6 mos. Sub.) We occasionally run special events that may increase the price of a monthly kit. We will notify you in advance of such events and give you the option to opt out at no cost

Adding Coordinating Cardstock and/or Patterned Paper to Your Monthly Kit: We offer a coordinating cardstock (ten sheets) and a selection of patterned papers with each monthly kit. Cardstock and patterned papers can be automatically included with monthly kit delivery for \$5.50 (cardstock) and \$8.00 to \$12.00 (patterned paper – varies) each month. Simply select this option in the store or send us a request.

Add-ons Orders: Near the end of each month we send all subscribers an email announcing the preview of our upcoming kit, with a link to subscriber-only area in the Cocoa Daisy Store. Subscribers may order monthly add-ons in advance of the product being made available to the general public, by following the link in the email.

Add-ons ordered prior to the 3rd of each month will be included with your monthly kit. No additional shipping charges are applied unless noted in the add-on description. After the 3rd day of each month, we can no longer guarantee that subscribers add-on orders and their monthly kit will be shipped together.

Cancellation Policy/end of subscription:

If you wish to cancel your membership at the end of your subscription period, please notify us by email **prior to the 20th of the month**. Otherwise we will automatically renew your commitment until you notify us that you would like to discontinue your subscription.

If you wish to cancel your membership prior to its completion, please email us and we will handle your request on a case by case basis. Please note that if your membership is cancelled you will be responsible for the price difference between the one month price and the subscription discount price for any subscription orders already shipped, as well as a cancellation fee of \$10.

Skipping a Monthly Kit: Kits on a membership plan may not be skipped. Please email us if there are extenuating circumstances and we will handle each request on a case by case basis.

Current Email Address: We rely on email to communicate with our subscribers, and ensure they get all the benefits that comes with a Cocoa Daisy Subscription. Please be sure you have a current email address on file with us.

Shipping Policy:

We ship our kits using the United States Postal Service's Priority Mail. We have a flat rate charge of \$7.50 for domestic shipping, \$10.00 for shipments to Canada and \$16.85 for international shipping. Subscriptions with a multiple of kits going to the same address will be charged according to the weight of the total package.

Returns Policy:

We do not allow kit returns. All sales are final. If your kit happens to arrive damaged please notify us within 10 days of receipt and we will make arrangements to get a new kit to you. We do require that the damaged kit be returned to us and we will refund your shipping cost. If that month's kit is no longer available we will credit your account for the following month's kit.

Payments:

We accept Mastercard and Visa as payment. Cocoa Daisy customers should know that we do not store your credit card or ordering information on our Internet Server. Your financial information is protected by industrial-strength encryption. The information in transit is secured with a Starfield Technologies Web Server Certificate. Transactions on this site are protected with up to 256-bit Secure Socket Layer Encryption.

We are always happy to answer your questions. Just email us at mailbox@cocoadaisy.com.