

Hour of operation M-F 9 Am to 5 PM

Orders received after 5 pm will not be processed until the following business day

Rental Order terms

These terms are subject to change at anytime

ITS ALWAYS BEST TO SEND US AN EMAIL OR GIVE US A CALL IF YOU ARE HAVING TROUBLE UNDERSTANDING THE RENTAL TERMS

AGREEMENT

By purchasing EC RENTAL Item(s) you will adhere to all details of this contract and you agree to all terms of this agreement. You understand this is a binding contract. As purchaser you are fully responsible for ALL item(s). Should you loan this item to someone else you understand that you are responsible for any and all damages occurred.

HOW IT WORKS

1. Select your Item(s)

2. Reserve your item(s)

Reserve your items for our 5 Day rental Plan. Send us your dates that you would like use Rental.

You will need your reservation 2 weeks prior to ACTUAL EVENT DATE and in most cases it is BEST to reserve your dates of usage a month or two out. Our Items can be rented up to two months prior

If you select dates that are less than 7 days prior you will charged a Rush fee depending on how you want it shipped. Were pretty flexible on this policy

For Example

If your event is on JANUARY 15TH and you place the order between 11-14th You will be fully responsible for the shipping and handling fees!

Example for RENTAL usage

Day 1 You will receive your items

Day 2-3 Usage of Items

Day 4 Pack your EC rental item(s) and send out

As long as we have the tracking number you won't be charged an additional day

For every day that you go over you will be charged 50.00 a day

Receiving ITEMS (s)

EC will deliver the items(s) which you have ordered. What this Entails:

1. The specific size, color and design and you will receive on or before said delivery date

1. Except in very rare cases that items are damaged beyond repair
2. or is otherwise unavailable

2. Should your item(s) become unavailable we will use reasonable efforts to notify you immediately that the item is unavailable . If EC is able to reach you, we will allow you to choose any available/ in stock rental Items. If EC is Unable to reach you or you respond with lack of time to fix the issue - you acknowledge and Agree that EC may send you a full refund, or a replacement product of the same or lesser value. Most cases we will replace the product.

3. The item(s) in which you have ordered will be delivered to you clean and ready to wear. At EC we hand wash and dry clean all of our garments before they are delivered. We give our garments the white glove treatment. However use of our item is at your own risk. You agree that EC shall not be held liable, for any health related complaints, such as allergic reaction to cleaning methods and soaps ETC associated with any of our items.

4. If your item does not fit, you may return items to EC within 24 hours of the date received. This however does exclude non working business days such as Sundays and Holidays. To avoid this - we ask you please review the product description There you will find full specs of the items. This allows you to measure your little one and will guarantee a good fit.

5. Should you decide to return the items EC will issue you a credit for the Full Rental Fee (except the delivery charges) of the items for future rental so long as the items, as determined at EC sole Discretion, has not been worn for event or photo shoot. In addition, EC will **NOT** issue any credit of any kind until arrival of the returned items. We suggest emailing your tracking number

6. EC items(s) in some cases will be brand new, like new, excellent used condition or good used condition There may be some minor flaws, however in most cases are NOT noticeable when photographed or worn.

SHIPPING METHODS

EC ships USPS, and in some cases UPS or Fed Ex (depending on what method is most economical and appropriate for each order). If you have a preferred shipping carrier please let us know upon placing your order. Each package is carefully handled when shipped. EC will NOT be held responsible for an item after it ships. Insurance will cover any cost for lost or damaged packages for an additional charge, but it is not included in our standard shipping charge and must be purchased at the time of your placed order. Once the package is shipped EC is not responsible for giving refunds or replacing packages.

Upon delivery, you the purchaser bear all responsibility for item(s). You acknowledge

that you have provided EC with a secure address. A secure shipping address is considered to be one where an individual can physically receive item(s). Should you provide us with a un-secure address EC does not bear liability for products left unattended, or collected by someone other than the purchaser. You acknowledge that providing anything other than a secure address may result in delivery delays and additional delivery fees and EC will not be held liable. You will be liable for such charges and delivery fees.

SHIPPING TO YOU HAS ALREADY INCLUDED IN OUR RENTAL FEES AS WELL AS A \$20 SET SHIPPING AND HANDLING FEE AT CHECKOUT

Your rental will ship priority mail,UPS or FedEx. The shipping method will be at the discretion of EC. Please take into consideration shipping time frame when placing your order. You need to allow yourself time to receive your item BEFORE your actual event date. If you need a rush order- we do have options for an additional fee.. IF YOU ARE LOCAL- YOU CAN SCHEDULE A PICKUP VIA EMAIL. If item(s) is a return you will issued a refund for the shipping fee. We ask all rental orders to be shipped PRIORITY USPS. If you are located in Texas FedEx is the best and cheapest option.

SHIPPING BACK TO US

We ask that you ship ALL item(s) back in a new-unused box of equal size and quality and MUST SHIP PRIORITY MAIL,UPS,FedEX

YOU ARE RESPONSIBLE FOR SHIPPING FEE BACK TO US. You are responsible for selecting a shipping carrier that ship items on time and in good condition.

You are responsible for any LOST or STOLEN item(s). You are responsible for any damage occurred during shipment. Your item(s) should be shipped back to us in the manner you received your item(s).

Return of item(s) and Extensions

You agree to return item(s) to EC on or before the return date which will be on your invoice. In some cases an extension is possible. For an extension please email Sales@elenacollectionusa.com or give us a call 213 748 5948; provided that any extension provided is subject to other orders for that item(s) and is available only upon pre payment of the additional Rental fee applicable to that product for the period of time of the extension

LATE FEES

If you return the item(s) late or fail to return item(s) at all, a late fee will be charged of \$50 dollars will be charged to the payment card you used to pay the Rental Fee or to any other payment system included in your account information; This includes PayPal. For every day that you are late returning the item(s) you will be sent a bill and you AGREE to pay such late fees, up to an amount of 200% of the retail value or market

value, as determined by EC discretion, plus applicable sales tax(Plus Rental Fee) The late fee is payable for each order of item(s) that is not returned when due, NOT towards each item(s) that is subject of the order that is late.

Most importantly, if you have not returned the item(s) within fourteen (14) days after the return date for the items, this late return will be considered a *non return*. EC will then invoice/charge the maximum late fee set forth. less any late fees that you have already paid plus applicable sales tax.

Payment 200% Retail Value or Market Value.

Should you be charged an amount equal to 200% of the retail value or market value and you still possess the item(s), the item(s) are then considered yours to keep, though without any future refund, or return of any kind.

Damages

Use of EC Rental Item(s)

In the OFF chance that there may be damages to any rental item(s) upon opening shipment- please report those IMMEDIATELY. We do our best to check all item(s) prior to shipping but there are on rare occurrences we may miss prior damages. Should damages be sustained through cutting open the shipment box- you bare all responsibility for that. It is very important to use caution when opening any package.

Upon purchase you agree and are responsible for the care of EC item(s) and you agree to treat each item(s) rented with great care. EC products are meant to be used and worn in limited capacity. This includes Photoshoots, special events ETC. You as the purchaser bare responsibility for loss of item(s), destruction or damage to the item(s) due to “disappearance”, theft, fire, major stains or any other cause.

EC considers normal wear and teapot encompass minor stains, rips, missing beads, stuck zippers or other minor damage. If you return any item(s) that are damaged beyond repair, you as the purchaser agree that EC shall charge and you shall pay, for the price of additional cleaning fees, repairs, or replacements, as determined by EC.

EC has complete documentation for all items prior to shipping to you. PLEASE SEE THE CARE INSTRUCTIONS SECTION OF THE RENTAL ITEM(S) TO SEE HOW TO CARE FOR OUR PRODUCTS