**Resemble me Keepsakes, LLC TERMS & CONDITIONS**

This website is operated by Resemble ME Keepsake (RMK) Boxes. Throughout the site, the terms “we”, “us” and “our” “RMK” refer to Resemble ME Keepsake Boxes LLC. Resemblemekeepsakes.com (“the “Website”) is intended for sole use by those wishing to review, consider, purchase or otherwise engage in commercial transactions involving Resemble ME Keepsake Boxes. By visiting our Website and/or purchasing something from us, you engage in our “Service” and agree to be bound by the following terms and conditions (“Terms of Service”, “Terms”). These Terms of Service apply to all users of the site including but not limited to browsers, vendors, customers, merchants, and/or contributors of content. We reserve the right to refuse service to anyone for any reason at any time.

By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. Please read these Terms of Service carefully before accessing or using our Website.

**HOW SHIPPING WORKS**

For our most current shipping and/or pick up policies, reference United States Postal Service, UPS, DHL and/or Federal Express delivery services. Special courier services maybe enlisted as a more reasonable, feasible and/or affordable solution to delivery of your keepsake box.

**HOW PICK-UP WORKS**

For clients local to the Metro Detroit areas, to Pickup by Customer is allowed. However, a pre-arranged time and location must be agreed upon by owner and/or authorized representative of RMK. For more information call Service works, please visit [here.](https://marigoldgrey.com/pages/same-day-pickup)

**U.S. AND INTERNATIONAL SHIPPING**

Resemble ME Keepsakes currently ships within the United States. For *Custom Gift Design Service* clients, Resemble ME Keepsakes ships internationally on a case-by-case basis depending on the requirements of each individual project.

**THE TERM 'SHIPPING'**

Unless otherwise specified, offers of "shipping" throughout the Resemble ME Keepsakes website and across all social media accounts, refers to shipping within the contiguous United States only. U.S territories, Alaska, Hawaii and shipping destinations other than the United States are not entitled to domestic shipping. If a destination address is eligible for 'Shipping', a 'Shipping' option will appear in the cart at checkout.

**ONLINE ACCOUNT REGISTRATION for Event Planners**

Resemble ME Keepsakes offers online customers, specifically event planners, the ability to sign up for special access to rentals, purchases and/or referrals. Sign up is mandatory by emailing interest in becoming a recognized event planner. Send contact name and title, business name, years in business, phone, email and/or website. Email to [resemblemebox07@gmail.com](mailto:resemblemebox07@gmail.com). Confirmation will be provided by a RMK team member.

**INTELLECTUAL PROPERTY**

Resemble ME Keepsakes Boxes designs are the sole property of Resemble ME Keepsakes and Phyllis C. Burney. Gifts may not be resold without written permission. Gift designs may not be altered in any way and still presented as Resemble ME Keepsakes via social media, blogging or any other public forum.

**CHANGES TO TERMS & CONDITIONS**

Resemble ME Keepsake Boxes. reserves the right to update or modify these Terms & Conditions at any time without prior notice. Any changes will become effective upon posting. Your access or use of the Resemblemekeepsakes.com website following any such change constitutes your agreement to follow and be bound by the Terms & Conditions as changed. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

**DISCLAIMER**

Resemble ME Keepsakes will not assume any liability for its products used outside of the normal scope and intended use. Items are flammable and should be kept away from open flames and other combustible substances.

**SUBSTITUTIONS**

We pride ourselves on working with small-batch order and customized products. As a result, certain items can become unavailable on occasion without a lot of advanced notice. In the event an item is unavailable at the time of being ordered, we reserve the right to substitute an item of the same type, of equal or greater value, and as close to your original item as possible. If the item is especially unique and an appropriate substitution doesn’t exist, we’ll omit the item and issue a credit

**PRODUCT IMAGES**

Resemble ME Keepsakes has made every effort to display as accurately as possible the images of its products that appear at the Site. We cannot guarantee that your computer monitor’s display of any product will be completely accurate.

**RETURN POLICY**

Due to the unique and customized nature of Resemble Me Keepsakes, the items we create are not eligible for returns or issue refunds. In the unlikely event your Keepsake gift box has arrived in less than perfect condition, please notify us within 48 hours of delivery so we have the opportunity to make it right for you! You can reach us via email at [Resemblemebox07@gmail.com](mailto:Resemblemebox07@gmail.com) or via phone at 313-205-5834. Our standard business hours are 10 am – 6 pm EST, Mon-Fri, excluding holidays.

**Standard DELIVERY**

While we do our best to meet the delivery timeframes on shipping and utilized the most expedient shipping service possible. Please plan in advance for mail/shipping and utilize the tracking numbers provided to track your order once it is completed. You will be notified of the shipping carrier and tracking number and when to anticipate your delivery. Once your item is shipped, we are not responsible for unclaimed packages once the agent makes the required delivery protocols. It is your responsibility to follow up and/or go to the nearest pick up location to claim your shipment.

**Standard Pick up for local orders**

Resemble ME Keepsakes offers limited local pick up at designated locations and specific times. Every reasonable effort will be made to coordinate your local pick up.

**DAMAGES**

We must receive notification of damaged products within 24 hours of delivery. For products damaged during shipping, please keep all original packing material for courier inspection in order to file a claim with our shipper. We require an image of the damage to be emailed to us at Resemblemekeepsakes@gmail.com for our review.

**MARKETING**

Resemble ME Keepsake Boxes. reserves the right to include a business card and/or insert card inside each completed order. We also reserve the right to publish finished products on social media, industry blogs as well as the Resemble ME Keepsakes social media pages.

**CUSTOMIZABLE ITEMS**

All customizable items (i.e., those personalized for your special event) included as part of an order will be created as exact to the image as they are submitted by the customer. It is the customer’s sole responsibility to ensure that all submissions are correct by providing color samples, swatches, theme, purpose, and/or images that clearly community the desired item. Resemble ME Keepsake Boxes is not responsible for any misspellings, typographical errors, omissions, or any other inaccuracies contained in any submissions provided by the customer.

**CHANGES TO PRICING & SERVICES**

Prices for our products and services are subject to change without notice. We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time. We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service. We reserve the right to discontinue any product at any time. Any offer for any product or service made on this site is void where prohibited.

**SUBMISSIONS**

We welcome your comments regarding the Resemblemekeepsakes.com Website. If, either voluntarily or at our request, you send certain specific submissions in the form of creative ideas, suggestions, proposals, plans, or other materials, whether online, by email, by postal mail, or otherwise (collectively, ‘comments’), you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use in any medium any comments that you forward to us. We are and shall be under no obligation (1) to maintain any comments in confidence; (2) to pay compensation for any comments; or (3) to respond to any comments. We may, but have no obligation to, monitor, edit or remove content that we determine in our sole discretion are unlawful, offensive, threatening, libelous, defamatory, pornographic, obscene or otherwise objectionable or violates any party’s intellectual property or these Terms of Service.

You agree that your comments will not violate any right of any third-party, including copyright, trademark, privacy, personality or other personal or proprietary right. You further agree that your comments will not contain libelous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could in any way affect the operation of the Service or any related website. You may not use a false e-mail address, pretend to be someone other than yourself, or otherwise mislead us or third-parties as to the origin of any comments. You are solely responsible for any comments you make and their accuracy. We take no responsibility and assume no liability for any comments posted by you or any third-party.

Please know that any comments, feedback, notes, messages, ideas, suggestions or other communications sent to Resemblemekeepsakes.com or Resemble ME Keepsake Boxes (to include all social media platforms) shall be and remain the exclusive property of Resemble ME Keepsake Boxes. Additionally, all images and documents designed on and/or uploaded to our website shall be and remain the exclusive property of Resemble ME Keepsake Boxes. Your submission of any such Comments and/or Documents shall constitute an assignment to Resemble ME Keepsake Boxes of all worldwide rights, titles and interests in all copyrights and other intellectual property rights in the Comments and/or Documents. Resemble ME Keepsake Boxes. will be entitled to use, reproduce, disclose, publish and distribute any material you submit for any purpose whatsoever, without restriction and without compensating you in any way.

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**INDEMNIFICATION**

You agree to defend, indemnify and hold Resemble ME Keepsake Boxes. harmless from and against any and all claims, damages, costs and expenses, including attorneys’ fees, arising from or related to your use of our products and/or Website, including, without limitation, your use of this Resemblemekeepsakes.com in violation of these Terms of Use.

**DISCLAIMER**

The Website and all of its contents are provided on an “as is” basis without warranties of any kind, either express or implied. You acknowledge, by your use of this Website, that your use of this Website is at your sole risk, that you assume full responsibility for all costs associated with all necessary servicing or repairs of any equipment you use in connection with your use of our Website, and that Resemble ME Keepsake Boxes. shall not be liable for any damages of any kind related to your use of this Website.

**PRIVACY**

We collect personally identifiable information, like names, postal addresses, email addresses, etc., when voluntarily submitted by our visitors. The information you provide is used to fulfill your specific request. This information is only used to fulfill your specific request, unless you give us permission to use it in another manner, for example to add you to one of our mailing lists.

We may share information with governmental agencies or other companies assisting us in fraud prevention or investigation. We may do so when: (1) permitted or required by law; or, (2) trying to protect against or prevent actual or potential fraud or unauthorized transactions; or, (3) investigating fraud which has already taken place.

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

**HYPERLINKS**

From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify an affiliation nor do they signify that we endorse the website(s). We have no responsibility for the content of the linked website(s). We are not responsible for examining or evaluating the content or accuracy and we do not warrant and will not have any liability or responsibility for any third-party materials or websites, or for any other materials, products, or services of third-parties. We are not liable for any harm or damages related to the purchase or use of goods, services, resources, content, or any other transactions made in connection with any third-party websites. Please review carefully the third-party’s policies and practices before engaging in any transaction.

**SECURITY**

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed. If you provide us with your credit card information, the information is encrypted using secure socket layer technology (SSL) and stored with a AES-256 encryption. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.

**THIRD PARTY SERVICES**

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us. However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions. For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers. If you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located. Once you leave our store’s Website or are redirected to a third-party website or application, you are no longer governed by our website’s Terms of Service.

**PROHIBITED USES**

You are prohibited from using the site or its content: (a) for any unlawful purpose; (b) to solicit others to perform or participate in any unlawful acts; (c) to violate any international, federal, provincial or state regulations, rules, laws, or local ordinances; (d) to infringe upon or violate our intellectual property rights or the intellectual property rights of others; (e) to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin, or disability; (f) to submit false or misleading information; (g) to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Service or of any related website, other websites, or the Internet; (h) to collect or track the personal information of others; (i) to spam, phish, pharm, pretext, spider, crawl, or scrape; (j) for any obscene or immoral purpose; or (k) to interfere with or circumvent the security features of the Service or any related website, other websites, or the Internet. We reserve the right to terminate your use of the Service or any related website for violating any of the prohibited uses.

**GOVERNING LAW**

These Terms of Service (and any separate agreements whereby we provide you Services) shall be governed in accordance with the laws of the State of Michigan, USA.

Upon notice, Resemble ME Keepsakes may, in its sole and absolute discretion, cancel, change, suspend or modify any aspect of any Program, Reward, Promotion at any time.