



The Doll Hospital & Toy Soldier Shop

3947 West Twelve Mile Road • Berkley, MI 48072 • Tel (248)543-3115 • Fax (248)543-7874
Email: stacey@dhtss.com • Web: www.dollhospital.com • Hours (EST) Mon-Sat 10am-5:30pm; Thursdays open til 8:30

Agreement to Terms Form

- Our non-refundable fee for evaluation (\$15) and return shipping (\$10) is \$25 per doll. *We do not accept mechanical dolls or animals, nor do we repair broken china, porcelain or celluloid dolls.*
- We reserve the right to discard or donate items received without a completed **Agreement to Terms Form**, or for which **valid credit card information** for use in paying the required evaluation fee and subsequent repair fees, is not included in the box with the item(s) to be evaluated.
- If several items are to be sent in the same box, please include a **Keepsake ID Form** with each item. This form allows you to instruct us as to specific work you wish us to price out for you.
- In addition to quoting on work you request, we may suggest other improvements or nice things we could provide such as clothes, wigs, bows, etc.
- We do not take responsibility for dolls broken in transit, so be certain to package the item with the utmost care. We will take digital photograph(s) of each item received for the purpose of establishing its condition when received. If any of the dolls are made of easily breakable materials they should be packaged separately and each box should contain a completed **Doll Repair Request Form**. *We recommend that you seek professional advice on packaging. Specific care for china heads w/ mechanical sleep eyes is available on our website.*
- Our financial liability for any item sent us for repair, or otherwise left in our care, shall be limited to actual collected charges for work performed prior to the damage or other loss.
- Our minimum restoration charge is \$50 per doll. A firm quote (or estimate, for situations where full extent of work cannot be determined without first beginning the restoration process) will be emailed or sent by US mail to the sender of record within a few days. Please state your preference on the customer information section below as to the preferred means of future communication. E-mail is the preferred means if you have access to our web-site and if your computer has a printer for printing out the necessary forms. All communication from us will be in writing, however, you may feel free to call with questions once you have received your quotation.
- Hardcopy authorization to proceed, with all or a part of the recommended work, must be received within 10 business days of the date shown on our quote. Unless other payment arrangements are made, the credit card account provided in the customer information section of this form will be charged for 50% of the total amount of charges for the work you authorize to be done.
- If authorization to proceed is not received in the stated time, the doll will automatically be repackaged and returned to you by UPS. (*i.e. if you do not wish to proceed with part or all of the recommended work, you need do nothing and the doll will automatically be returned.*)
- Restoration time varies from a few weeks to a few months depending on the type of work and backlog. Once your item is completed, you will be notified by email or postcard. Please do not call for status reports, as that takes time away from restorative work and slows our progress.
- Unless you instruct us otherwise, within ten business days of the date shown on your notification of completion, the same credit card information provided below will be used for payment of the final balance on your account. (generally 50% of the total charges)
- Once payment is finalized your keepsake will be carefully packaged and returned to you by UPS ground, which includes basic \$100 insurance. An additional shipping charge will be added for oversized packages or where additional insurance is required to cover our actual shipping costs.

Customer Agreement:

I agree to the terms stated above and authorize use of the credit card information provided for payment of the evaluation fee noted above. I further authorize the Doll Hospital & Toy Soldier Shop to charge this credit card to pay for any subsequent work which I specifically authorize in writing, with 50% of the amount to be charged before work commences and the remaining 50% upon completion.

Signature of Cardholder: _____ Date: _____



The Doll Hospital & Toy Soldier Shop

3947 West Twelve Mile Road • Berkley, MI 48072 • Tel (248)543-3115 • Fax (248)543-7874
Email: stacey@dhtss.com • Web:www.dollhospital.com • Hours (EST) Mon-Sat 10am-5:30pm; Thursdays open til 8:30

Customer Information Form

(Please Print)

Name _____

Address: _____

City: _____ State _____ Zip _____

Daytime Tel: _____ Fax: _____

E-mail: _____

(Please write e-mail address very legibly—it must be exact)

Number of dolls to be evaluated _____ x \$25 = _____

Number of Boxes being sent to the Doll Hospital _____

Circle preferred method of communication: **e-mail** / **US Mail** / **Fax**

Circle Payment Type: **VISA** / **MasterCard**

CC #: _____ - _____ - _____ - _____

Exp. Date _____

Exact Billing Name and Address of cardholder (if different from that shown above):

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Signature of Cardholder: _____ Date: _____

Keepsake ID Form

Type of Keepsake (Circle One): Doll Animal Other

Length in Inches: _____

Your description of the item (be as complete as possible): _____

Describe the work you would like to have done on the doll: _____

This is item # _____ of _____ that are being sent in this shipment.

Keepsake ID Form

Type of Keepsake (Circle One): Doll Animal Other

Length in Inches: _____

Your description of the item (be as complete as possible): _____

Describe the work you would like to have done on the doll: _____

This is item # _____ of _____ that are being sent in this shipment.



The Doll Hospital & Toy Soldier Shop

3947 West Twelve Mile Road • Berkley, MI 48072 • Tel (248)543-3115 • Fax (248)543-7874
Email: stacey@dhtss.com • Web: www.dollhospital.com • Hours (EST) Mon-Sat 10am-5:30pm; Thursdays open til 8:30

Internet Instructions for Sending Doll Repair

1. Using Acrobat Reader, print out this 4 page document which contains *Instructions*, a *Terms/Agreement Form*, a *Customer Information Form* and *Keepsake ID Forms*.
2. Read our *Terms/Agreement Form*. Sign and date the form.
3. Fill out a *Keepsake ID Form* for each item you will be sending. Attach the form to its corresponding item with a rubber band, straight pin etc.
4. Fill in the *Customer Information Form* completely. Be sure to include the required credit card information.
5. Also be sure to circle the means by which we should contact you in the future. If you check your e-mail frequently, this would be preferable. Remember, our terms call for certain actions if we do not hear from you within prescribed time limits after the initial quote is mailed and after notification of completion of work.
6. Package the item(s) carefully in a sound container. If possible seek expert packaging advice, particularly if the contents are fragile. Our web-site gives advice on special care to be given a bisque china doll head which has weighted open/sleep eyes which are intact and working.
7. Before sealing the top of the container, insert the *Terms/Agreement Form*, and *Customer Information Form*, such that they will be immediately evident upon opening the package.
8. Address and send the package to:

**The Doll Hospital
3947 12 Mile Road
Berkley, MI 48072
Attention: Doll Repair**

9. Watch for our quotation for the cost of required/optional restoration, which will be sent to you within a few days of our having received your package.
10. Respond to the quote by e-mail, Fax or US Mail within the time limit prescribed in our terms. You may call to clarify any questions during our hours of operation shown at the top of this form. (Ask for Doll Repair Department). However, telephone conversations will have no effect on the time limits prescribed for approving or declining work.