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# YOUNG MAKERS CLUB

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## Terms and conditions

Ludoland's Young Maker's Club is a monthly subscription. By becoming a member, you will receive each month a kit to build an amazing wooden project with your child(ren).

### What's in the box?

We offer a large variety of wooden projects including engineering, STEM, decorative crafts toys... to spark children's interest, foster creativity and provide high value educational experiences. Each box will contain all the supplies to build your project. Members are responsible to provide all the decorative supplies their child may want (paint, brushes, stickers...).

As a special member, you will have access to special offers and surprises all year long.

### Broken or missed pieces

If a piece is broken or missing, we will send a replacement part free of charge. In such case, we are inviting members to send us an email with a picture/description of the piece. We will do our best to send it your way as soon as we can.

### Building / assembling

Once the box is received, all the projects can be built following a video showing step by step instructions. All our projects have been tested, and the video will show members the proper way to assemble the parts. The quality of the assembling is the sole responsibility of the members. Ludoland will not be liable for any issue or damage that can occur to the project's parts or the member's personal items.

### Safety

While our kits are designed with children's development in mind, and to be assembled without the use of dangerous woodworking tools, Ludoland highly encourages active adult involvement and supervision during the process. As our kits may contain small parts and require sand paper, wood glue...to be assembled, they are not intended for kids under 6 years of age.

## Shipping

Shipping costs are included in members' subscription. All boxes will be shipped with Canada Post during the first week of the month. Delivery windows are usually between 2 to 4 business days however, they are estimates only, not guaranteed delivery dates. We are not liable for delayed, lost, stolen or misdelivered shipments caused by carrier errors or severe weather. The member is strictly responsible for providing an accurate, complete and secure shipping address at the time of registration. It is the member's responsibility to provide updates regarding changes in address in a timely manner.

## Registration

Families who want to join the Young Makers Club must fill out the online registration form making sure all the information is accurate. Once completed, families will receive an email to set their payment method. The first kit will be sent the first week of the following month.

## Fees

The Young Makers Club's monthly fee is \$44.90 +taxes. The monthly fee will be deducted on the 1<sup>st</sup> of every month.

## Cancellation/ Pause

Members can cancel or pause subscriptions at any time. Members may notify Ludoland by sending a message at [ludoland.regina@gmail.com](mailto:ludoland.regina@gmail.com).

Cancellations and pauses are subject to the following rules:

- Cancellations/pauses made before the 15<sup>th</sup> of the month will be effective immediately. Members won't be charged the next month and won't receive a box.
- Cancellations/pauses made after the 15<sup>th</sup> of the month will be effective after the following month. Members will be charged and receive their last box the following month.

Members looking at resuming their subscription after a pause may notify Ludoland by sending an email at [ludoland.regina@gmail.com](mailto:ludoland.regina@gmail.com).

- Request of resuming made before the 15<sup>th</sup> of the month will be effective immediately. Members will be charged the next month and will receive a box.
- Request of resuming made after the 15<sup>th</sup> of the month will be effective after the following month. Members won't be charged and won't receive a box the following month but the one after.

## Returns and refunds

All of our subscription boxes are final sale. Due to the limited-edition nature of our products, we operate on a strict no return and no refund policy once your order has been processed and shipped.