

EMBROIDERY & INK

POLICIES AND PROCEDURES

- **ARTWORK:** Normally no additional charge is assessed if clean camera ready artwork with color indication is submitted. Accepted files are CorelDraw (version X4 or lower), Adobe Illustrator (v11), or .eps. Art should be converted to curves for best reproduction. Poor quality art or complicated art that results in additional time will incur an art charge. All art charges will be billed at \$50.00 per hour.
- **CANCELLATIONS:** No cancellations will be accepted without approval from Embroidery & Ink. Meanwhile, the customer will be charged for all costs incurred prior to cancellation. Completed orders cannot be canceled.
- **COPYRIGHT / TRADEMARK LAWS:** Embroidery & Ink assumes that all artwork submitted by the customer is in full compliance with the laws governing copyright and/or trademark. Embroidery & Ink will not be held liable for any damages, costs, or expenses arising under these laws as consequences or our use of this artwork.
- **CORRECTIONS OR CHANGES:** Any changes on an order already in progress may be made depending on the status of the order. The customer agrees to compensate Embroidery & Ink for all relevant costs, if any, and allow for additional production time.
- **CUSTOMER PROVIDED TAPE:** Embroidery files (.dst format) with a color step sheet are accepted. However, Embroidery & Ink will not be responsible for the integrity of the tape. Any adjustments will be billed accordingly.
- **CUSTOMER SUPPLIED ITEMS:** Embroidery & Ink will decorate your item or ours, however Embroidery & Ink's sole liability will be for decorating charges only and will not be responsible for any garments or items that are damaged in production.
- **DISCLAIMERS:** Due to uncontrollable circumstances, Embroidery & Ink will not be liable for variances in color, shade, or texture of finished goods. We reserve the right to change, correct, or improve goods without prior notice. No adjustments or claims will be processed regarding these variances.
- **EMAIL, PHONE & FAX ORDERS:** Must be confirmed immediately in writing for the order to be processed. Estimates and/or invoices prepared by Embroidery & Ink will require a signature from an authorized representative before an order is placed and/or production begins.
- **EMBROIDERY:** Minimum letter height is 1/4". All stitch counts are estimated and can only be determined by actually punching a tape (digitizing). The average size for a left chest embroidery is approx. 3" height x 3 1/2" width. The size will vary depending on the decorated item and customer preference.
- **OVERRUNS & UNDERRUNS:** Embroidery & Ink reserves the right to deliver the industry standard of 3% over or under the quantities ordered as completed orders.
- **PMS:** Color may not match exactly, only near tonal values may be expected. PMS color may vary from the original order and reorders.
- **PAYMENT TERMS:** A minimum 60% deposit is required with the balance due upon delivery, unless prior credit has been approved. *Orders are not put into production until deposit is received.*
- **PRICE CHANGES:** Due to the unforeseen circumstances in the marketplace, Embroidery & Ink reserves the right to change or alter prices without future notice, however Embroidery & Ink will send a confirming invoice after your formal submission of order for processing.
- **PRODUCTION & DELIVERY:** Delivery depends upon stock availability, size of the order, sample approval time, and credit clearance.
- **PROOFS & SPECS:** Digital photo or picture proofs or pre-production samples are available before production. Additional lead-time is necessary if order is to be proofed.
- **RETURNED CHECKS:** All returned checks, for any reason, will be charged a \$25.00 handling fee.
- **RUSH DELIVERY:** Rush delivery is available for an additional charge. Standard production time is 7-10 business days after proof approval.
- **RETURN POLICY:** No returns on decorated product will be accepted. Blank goods will be accepted within 15 days after delivery, providing written permission is received by Embroidery & Ink.
- **VISA, MASTER CARD, AMERICAN EXPRESS & DISCOVER** cards are accepted.