



4209 OLEANDER DRIVE #4
WILMINGTON, NC 28403
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INFO@IMAGE-PROMOS.COM

TERMS & CONDITIONS

DEPOSIT & PAYMENT:

A 50% down payment is required to begin printing, unless special arrangements have been made in advance. We accept cash, checks and all major credit cards. Payment in full is required to release the job unless the customer is on net terms with us.

20% of your total invoice will be charged for items not picked up after 14 days. There is a \$30.00 charge for any returned checks. A late charge of 10% per month will be charged on all delinquent accounts over 30 days.

PLEASE NOTE: We cannot accept multiple personal checks from individuals in your organization. If paying by check, please remit payment in the form of ONE check, preferably from the organization. Net 30 terms are available subject to credit approval – credit application required.

CHANGES TO ORDER:

Any change made to your order that is not due to a stock issue will be subject to a fee of \$50.00/ This covers restocking and shipping charges back to our supplier's warehouse. Any changes to your order after it has been placed will delay your order, including rush orders. **Please be certain of your quantities, styles and garment colors prior to placing your order.**

Example of Change Fee:

Customer orders 48 Black shirts. Image Promotions orders 48 Black shirts to print. Two days later, Customer wants to change shirt color to Grey. Image Promotions must redo the order, ship the black shirts back to supplier, and pay a restocking fee plus shipping costs.

QUOTES:

Quotes expire within 30 days and are subject to change upon review of submitted artwork.

TURNAROUND TIME:

Standard production time is 10-12 business days from the time we receive both your 50% deposit and artwork approval. This is our average turnaround based on the current production schedule, and it is not guaranteed. On orders of 500 or more we may require more time. If you need your order by a specific date please let us know, this may require a rush fee if that date doesn't fall within our standard turn-around. *Please note we are not open for national holidays and these days will add to the turn-around time of your order.*

RUSH ORDERS:

We understand that there are occasions when orders are needed sooner than 10-12 business days and we strive to fulfill those orders. If an order is being shipped, the rush charges apply to our production time only. The amount of time it takes the carrier to get the order to you cannot be guaranteed by Image Promotions. Rush orders require payment in full to begin printing. We cannot guarantee that we will accommodate all rush orders.

SHIPPING:

We ship all orders via UPS Ground unless otherwise specified. If you prefer a specific carrier, please let us know upon order placement. Shipping is not included in the estimates unless specified, Shipping is not included in the turnaround time.

CANCELLATIONS:

If you need to cancel your order, refund amounts are determined based on the status of the order's production. Refunds may be subject to applicable return shipping and/or restocking fees.

OVERRUNS & UNDERRUNS:

Overruns or underruns not to exceed the industry standard of 5% on quantities ordered. Image Promotions will bill for actual quantity printed. For example, if 100 shirts are ordered, it is possible that the final invoice quantity after production could reflect a total of between 95 and 105. This also applies to orders for promotional products.

MANUFACTURE DEFECTS:

Image Promotions is not responsible for mistakes or defects on behalf of the manufacturer or distributor: mislabeled sizes, inconsistent coloring, dye lots, manufacturer garment defects, etc. Manufacturer and distributor defects or mis-shipments will delay production until all garments are received. It is highly recommended to order more garments than needed for each size. All additional garments will be included in the print run and we will bill for what is printed.

ARTWORK TERMS & CONDITIONS

FILE FORMATS:

Artwork needs to be in one of the following “**vector**” file formats to be camera ready (ready for us to use):

- Adobe Illustrator CS5 or earlier (.ai)
- Encapsulated Post Script (.eps)
- Corel X5 or earlier

Unacceptable File Formats for camera ready use – subject to artwork charge (see below)

- JPEG (.jpg)
- Adobe Photoshop (.psd) – if you have this type of file I can help walk you through saving it the correct way, as long as it was created in photoshop from the beginning of the design phase.
- Tagged Image Format (.tif)
- Graphics Interchange Format (.gif)
- Portable Network Graphics (.png)
- Portable Document Format (.pdf)
- Please do not submit Microsoft Word, Publisher or Power Point files as “Camera Ready” artwork

ART GUIDELINES & PREPARATION:

We have a standard artwork charge of \$25 per hour. This applies for the following reasons:

- Files that do not meet the above listed criteria. (Minimum of \$25)
- If you would like us to create artwork for you
- Any changes that need to be made to your artwork (if we create your artwork and we made a mistake there will not be a charge for that change)

All artwork must be approved via a digital mock-up or signed print out. Upon receiving your mock-up, you will be allowed two additional revisions free of charge. Any additional revisions will incur an additional art preparation fee at our current rate. Changes to your artwork after approving the mock-up could increase turn-around times for your orders.

ART APPROVAL:

We will require receipt of a signed, faxed or emailed copy of each job’s proof in order to begin the first day of production. It is the customer’s responsibility to verify that all of the information on the proof is correct. If an error is found after your order has been approved and printed, we will not be held liable for the cost associated with reprinting the order. We assume no liability for errors in designs approved by the customer.