



HAMILTON BROOKS DESIGN

CUSTOMER SUPPLIED ITEMS

Occasionally during the embroidery process, a garment/item can be damaged by the computer-driven embroidery machine. During this process, we will take special care to prevent any damage, however, only on the strict understanding that Hamilton Brooks Design does not accept any liability whatsoever for any damage to customer supplied items and will **NOT** replace customer supplied items. In the instance that a piece is damaged, Hamilton Brooks Design will not charge for that piece and it will be returned to you. It is rare that an accident will occur, but if it does you will not hold Hamilton Brooks Design responsible in any monetary way. If you supply the garment and there is a problem, we do not replace your item.

Hamilton Brooks Design will embroider on customer supplied items only after fully inspecting each piece for any defects and embroidery ability.

QUALIFICATIONS:

1. Items must be brand new or freshly laundered. Items that are used must be free from any dirt, stains, pet hair and odors or they will not be accepted.
2. All tags, stickers, etc. must be removed prior to drop off. Hamilton Brooks Design will not accept any liability if a piece is damaged during the process of removing tags or stickers.
3. Any defect such as a hole in the item must be signed off by supplier and Hamilton Brooks Design prior to acceptance.

All customer supplied items are left entirely at the customer's own risk and will not be replaced at any cost.

I, _____, the customer agrees to the terms by signing below.

Customer Signature _____ Date _____

