

CLIENT AGREEMENT for INESTA BOLLA GROUP LLC (PROMO LAB)

5105 Bald Cypress Lane
McKinney, Texas 75071

475-747-4028
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This document outlines the Client Agreement Terms by which Inesta Bolla Group LLC (IBG LLC d.b.a. Promo Lab) operates. By making payment to IBG LLC, the customer agrees to the basic Terms & Conditions set forth below. If, at any time, there are questions regarding the Client Agreement you can contact Promo Lab at Allison@promolabtx.com or by speaking to a Promo Lab representative. Once you have reviewed the below material, please sign and return to Promo Lab:

PRODUCT VARIANCE

- Promo Lab stands behind the quality of its products. We use only the finest quality materials to create our products. Great attention to detail is given to every step of the manufacturing process. Due to the nature of the medium and machinery we work with, replication of your design is as close to the approved product as technically possible. Color hues, position of the elements and size may slightly vary from piece to piece.

LIABILITY & REFUNDS

- Promo Lab is not responsible for spelling, punctuation or grammatical errors made by the customer, design errors introduced by the customer in the document creation process, errors in user-selected options such as choice of finish, quantity or product type, and damage to the products arising after delivery to the customer. Please preview your designs carefully and correct any mistakes prior to approving your order.
- Due to the nature of the industry, no returns or refunds shall be processed on any/all products that have been customized for the individual sale. Returns on non-customized goods will be honored on an individual basis and so long as the products in question are returned to Promo Lab in their original condition within 14 calendar days of receiving the product(s).
- Promo Lab will not be liable in any way for loss, damage, costs or expenses (including loss of profit) arising directly or indirectly from any failure or delay in performing any obligation under this Client Agreement by reason of any event outside of its reasonable control, including, but not limited to, third party delivery/transit delays, failure of power supplies or equipment, government action or force majeure.

PAYMENT TERMS

For all purchases, payment must be made in full at time of order.

- Late Payment Fee: Any Total Final Payments left unpaid in excess fifteen (15) business days after receipt of product are subject to Late Payment Fees.
 - A Late Payment Fee of five percent (5%) of the Order Total (inclusive of all Deposits, Incremental Purchases and Total Final Payments) will be due in addition to the outstanding unpaid amount.
- Forms of Payment:
 - Payment by Check:
 - Make checks payable to: Promo Lab
 - Remit checks to: Promo Lab
Attn: Payment Services
412 Dogwood Drive
Anna, Texas 75409
 - Bounced/returned checks are subject to a \$35 Bank Fee and Late Payment Fees
 - Payment by Credit Card: Promo Lab accepts most major credit cards (Visa, MasterCard, American Express, Discover).
 - Transactions are subject to a processing fee of 3.5% of the total purchase; Processing Fees will be waived if payment is made by check or cash.
 - To submit a credit card payment, the Customer must complete and return a Credit Card Form, unless other prior arrangements have been made.

THANK YOU FOR CHOOSING PROMO LAB!