



## Customer Waiver of Supplied Garments

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Promote It Utah waiver of customer supplied products / substrates, garments for decoration be it screen/heat print, engrave, embellish, embroidery of blanks: Promote It Utah prefers to work on garments and product substrates we obtain from known suppliers of products created for decoration. We use apparel and other BLANK products that have been tested and proven to provide quality decoration whether heat printing, screen printing, engraving, BLING or embroidery. Embroidery machines can on occasion eat or mangle garments. Occasionally during the decoration process, a garment or product substrate will be damaged or resistant to accepting decoration. Sometimes we experience unexpected results decorating untested material. Heat printed/screen printed apparel and printable BLANK substrates may have chemical agents impregnated into the fabric and or substrate that detrimentally affect the decoration application.

If we have supplied the garment or product, we have calculated a margin of error into the overall job cost to replace damaged products. We cannot replace garments or products/substrates we have not provided. If you supply the garment or item substrate and there is a problem, we cannot replace your item. Your damaged piece will be returned to you as is.

The customer must acknowledge awareness and agree to the possibility of decoration mishaps. Problems and mishaps occur on average to product BLANKS at the rate of 2% of substrates decorated, but may damage an entire lot. By signing this waiver, the customer releases Promote It Utah of all responsibility in the instance of damaged or unexpected results to the customer's supplied garment or substrate(s) decorated whether heat printed, screen printed, BLING printed, embroidered or engraved.

In addition to the above terms customer must also agree to the following and initial next to each item indicating a clear understanding of terms.

ALL ITEMS MUST BE NEW - We will not print or embroider previously worn, washed or otherwise soiled garments. Customer agrees that all items will be provided in new condition with tags.

Agree \_\_\_\_\_

Your garment substrate (s) is/are your responsibility. Customer supplied garments cannot be guaranteed in any way. In the event of an error or damage to the item, we will not be able to replace the item or issue a refund or a replacement of the item.

Agree \_\_\_\_\_

Customer understands that a per item fee of \$4.50 per item will be in **addition** to all fees to include, but not limited to decoration charges, setup fees, rush fees etc. Estimate to be provided by Promote It Utah and agreed upon prior to order commencement.

Agree \_\_\_\_\_

I understand that Promote It Utah is not responsible for any uncontrollable manufacturing mishaps, such as machinery malfunctions, unexpected performance of customer supplied items, etc. Promote It Utah is not liable for replacement of or reimbursement for supplied items damaged in the decorating process.

Agree \_\_\_\_\_

Payment is required in advance for all orders. Customer understands that deadlines do not begin until signed agreements are in place and payments are made in full. Payment for services implies agreement to these terms. Customer understands that should there be a delay in payment or signature of Waiver that due/delivery date shall be delayed.

By signing below, you are stating that you clearly understand and fully agree to the terms of this Waiver.

Print Name: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

☐ Apply to all future orders \_\_\_\_\_Initial

