

# iMARK

## Corporate Apparel

### Exchanges, cancellation or return Policy

Our customized products are shipped out to our customers with personalized logos, names or individual messages that make each product unique to each customer. We cannot re-use or re-sell these custom products to any other customers or 3rd parties.

Our products are customized with such processes as embroidery, silk screen, digital print, special stitching, dying, hemmed or other type of print or stitching. These processes CANNOT be altered changed undo or fixed after a product has already gone through the process, therefore , we have the following guidelines for cancellations, exchanges or returns:

We DO NOT except any type of return, exchange or cancellation on our products after a product has been customized with any of the above processes.

If the products on a work order have not been customized, altered or hemmed, the customer may be able to exchange, return or cancel an order or product if:

- A) The products are not in close-out or discontinued.
- B) Re-Stocking fee are paid.
- C) Digitizing, Screens, films and all other set-up fees are paid.
- D) Payment is secured for samples and other costs directed from processing the order.

A full or partial payment of any kind is considered an approval to processes an order. Orders can also be approved by email or by signing the work order.

Please contact customer service at (213) 440-8091 for questions or concerns,

Thank you,  
The iMARK Team