*COMPANY POLICIES-PLEASE READ CAREFULLY AND SIGN AND DATE BELOW*

**Order Submission**

All clients will be provided with either an order form to fill in electronically to place their order or place their order online with our online forms. All teams will be responsible for ensuring that all information on the order forms are correct at the time their order is placed. Impress Me Sports Apparel LLC. will not be held liable for any information submitted by a team, organization, or individual that is incorrect. Please review all order forms before submitting them to Impress Me Custom Apparel for production. Hand written order forms will not be accepted. Orders will only be accepted in with order forms provided by Impress Me Sports LLC. and filled out electronically in Microsoft Excel or Numbers or Word.

**Order Changes**

Impress Me Sports will work to produce your order as quickly as possible, due to this we do not allow changes to your order once it has been submitted. (Changes include numbers, sizes, names, colors, logos, or any items that affect the production time of your order.)

If you need to add new uniforms to your order or after the initial order is placed they may have a different delivery date from the original order.

**Order Errors**

Any mistakes made by Impress ME that cause incorrect sizing, numbers, player names, or team names will be corrected by us at no additional cost to the team affected. All orders are custom and will not be refunded once delivered but we will make every reasonable effort to correct any mistakes made by us.

Any mistakes made by customers that cause incorrect sizing, numbers, player names, or team names that have to be corrected by making new apparel will be charged to the customer at a reduced rate if the items have to be remade.

**Shipping and Transit Times**

Orders are shipped to our offices domestically and internationally from our production facility before being dispatched to our customers. If a shipment is held in customs or delayed for any reason by the shipping company IMS is not liable for delays. Shipments take up to four days to be received at our offices then approximately 1 to 5 days to be delivered to our customers depending on your location. We are located in Columbus, GA and use UPS or USPS so please check with either service for transit times from zip code 31906 for approximate shipping times for Ground and Priority Shipping. If you require overnight or expedited shipping you will be required to cover the shipping fees.

**Overnight shipping caused by delays**

If you are advised to place your order by a particular date to receive your uniforms in time for a game/event and you fail to do so which results in the order having to be shipped overnight or a two day shipping the shipping charge increase will be assessed on your final bill.

**Deposits and Payments**

Impress Me Sports requires a 50% deposit to begin all orders. By submission of your deposit you understand and agree to our company policies and FAQ's responses. Deposits are non-refundable and if you decide to cancel your order the deposit will not be refunded. The balance of your order will be due before we ship the products to you. We will not release orders for shipping until the balance is paid in full. If your order is not paid in full after 10 days of being ready to deliver you will be charged a 10% penalty which will be applied to your balance due. If your uniform order is not paid within 30 days of being ready to ship IMS reserves the right to destroy and dispose of or sell your uniforms to another customer. Any orders with unpaid balances will be sent to collections and may negatively affect your credit.

﻿**Order Turnaround Time**

﻿All orders will take 3 to 5 weeks to complete; orders will not be placed until the deposit is paid. Orders may finish sooner and you will be notified on order progress if so. Turnaround time is affected by order date and order size. **We recommend that you order at least six weeks before you need your items.** If you are provided a guaranteed delivery time outside of these terms, this will not apply.

**Adding Uniforms After Delivery**

We do our best to meet all of your team needs which means at times adding uniforms after the initial order has been delivered. This is not a problem just keep in mind that the additional orders will have a production time similar to your first order. If you need to add less than the minimum of 12 uniforms the prices will increase for a small order run. Price increases will be as follows for all sports.

1 to 5 uniforms the cost will be $90 per uniform

6 to 11 uniforms the cost will be $75 per uniform

**Warranty**

We will repair or replace uniforms with normal wear and tear for the first three games. You must provide a game schedule at time of sending items in for repair or replacement to show game dates. The only time we will completely replace a jersey is if the jersey is damaged beyond repair due to normal circumstances in game play. If you have tackle twill numbers that stitching comes loose we will repair the stitching but we will not replace the entire jersey for this issues.

We do not cover the chrome material or metallic tackle twill. It can have minor fading issues after washing and we recommend washing uniforms with chrome metallic tackle twill in cold water and hang dry.

**I have thoroughly read and understand the companies policies \_\_\_\_\_\_\_\_\_\_\_ Yes \_\_\_\_\_\_\_\_ No**

**Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone Numbe:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Organization Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**