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**MEXICO CONTACT INFORMATION**

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**USA CONTACT INFORMATION**

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**CONTRACT**

This agreement between \_\_\_\_\_ and \_\_\_\_\_ when signed by both parties, will be a binding contract in respect to Customer’s requested embroidery order.

**APPROVALS**

All embroidery designs are required to be approved by the Customer prior to starting the fulfillment of the order. Company will test and send a stitch out or visual of the design to Customer for them to approve and sign off on.

Once the design sample has been approved, Customer cannot make any further changes to the following:

- Design • Color • Placement • Size

Should Customer want to make any changes, an additional fee may be applicable.

**Turnaround time guarantee**

Once the design has been approved by Customer, Company will provide a turnaround time based on order volume, production time, design and inventory.

If Customer would like to expedite an order, Company will set an additional fee as seen fit for the nature of the work.

Should Customer want to make any changes that will affect the original turnaround time, Company will set a new date (if applicable) based on these changes.

In the event that Company is unable to complete an order in the agreed upon turnaround time due to unforeseen circumstances or emergencies, Company will make the necessary adjustments accordingly to compensate for the delay.



Garments provided by Company from store inventory are guaranteed for customer satisfaction.

Customer agrees to use the garments provided by Company, unless addressed otherwise.

Due to the nature of embroidery and custom apparel, Company cannot guarantee specialty garments brought in by customers. Please note that by choosing our company for your business you understand you are accepting the risk of losing any specialty garment to embroidery mishaps and design malfunctions.

Company is not responsible for replacing any damaged garments brought in by the customer. An even exchange will be offered to the customer in the case the finalized specialty garment does not reflect the approved sample.

Returns/Exchanges

Returns and exchanges are done on a case-by-case basis. In the event the finished product does not reflect the approved sample, Company may offer to exchange the garment for a replacement or a different product.

Customer has 7 days from the day they receive the product to be eligible for an exchange or refund.

Customer notes that any exchanges will have an agreed upon turnaround time, based on the surrounding circumstances.

*By signing below, both parties have understood and approved the terms and conditions listed in this contract.*

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_.