

## ▶ **Ordering** Terms & Conditions Agreement

Our experienced staff will work hard to insure that you receive a high quality product that will exceed your needs. Please take a moment to review our order agreement outlined below. Be sure to sign and date the agreement and return it to us by email, by fax or by stopping by the shop. If you have any questions or concerns, please contact us.

- ▶ **Orders** - All orders must be submitted in writing. We will not be responsible for incorrect orders placed over the phone. All information pertaining to the job must be supplied on the work order: including number of pieces, size breakdown, print location(s), ink colors, type of goods, and shipping information. No orders will be processed when insufficient information is received.
- ▶ **Samples** - Apparel and product samples are available upon request. We highly recommend our customers order samples to determine quality, style, sizing, fit and color. We will guide our customers and offer advice to help pick the perfect garment/product for the project. Howett's is not responsible if you are not satisfied with your product selection. Any samples not returned in a timely fashion will be billed to the customer.
- ▶ **Sizing** - Please be sure to check the sizing information available in our online catalogs, speak with us directly for additional information, and order samples to ensure you pick the correct size. Be aware that some products come in unisex sizing while others are specifically cut for men or women. Check the sizing charts available for each manufacturer before ordering. Howett's is not responsible for apparel orders that do not fit.  
\*\* If sizing is an issue due to a manufacturers mislabeling of a product, Howett's will review the order and ensure you receive corrected merchandise.
- ▶ **Colors** - Colors will vary from manufacturer to manufacturer. We encourage you to order samples. Howett's is not responsible if you place an order with more than one manufacturer and color variances occur. When browsing our online catalogs, please keep in mind that the color you see on the screen can be different from the actual color of the garment. We encourage you to order samples whenever possible. Howett's is not responsible if you are not satisfied with your color selection.
- ▶ **Artwork** - All artwork must be proofed, approved, and signed before we print. When proofing artwork, be sure to check all spelling, phone numbers, and addresses. Once you sign off, Howett's is not responsible for any incorrect information you provided or approved.
- ▶ **Production Time** - Normal production time is 10-12 working days. Production time will vary according to the number of pieces in an order, the number of print locations, the time in which usable artwork is received, the time in which artwork is approved, and receiving the goods in time. We are not responsible for delays caused by the customer and can charge a rush charge to meet ship dates when delays have been incurred.
- ▶ **Order Fulfillment** - Once you receive your completed order, please open the shipment immediately, count the items and match them up to the packing slip provided. If there is a discrepancy in your order, you have five business days to report the problem to Howett's. If there are items missing, Howett's will work to correct the problem, as long as you report the issue within five business days.
- ▶ **Pricing & Payment** - All pricing is per unit and per location. Reorders are charged at the quantity reordered. Payment is required at the time of delivery unless terms have been pre-established when the order is placed. New accounts are required to make a 50% deposit on the first order. We reserve the right to hold the processing of any order where the account is past due.
- ▶ **Special Handling** - We reserve the right to charge for any preparation of goods, such as unbagging, removing pins, removing tags, etc. Special packing such as single folding or packing by a specified arrangement is available and can be quoted per job.
- ▶ **Rush Service** - A rush service is available for orders on a time available basis and must be scheduled in advance. Charges are as follows: 5 day production - 25%; 3 day production - 50%; Less than 3 days - 100%

It is our goal to ensure that each and every one of our customers is incredibly happy with their print or embroidery order. We realize that from time to time issues will arise. When an issue arises, we will do our best to work with you to correct the order and ensure your satisfaction within the guidelines outlined above. Be sure to sign and date the agreement and return it to us by email, by fax or by stopping by the shop.

Your Name: \_\_\_\_\_ Signature: \_\_\_\_\_

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



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