

# GENERAL INFORMATION

**Normal Production Time:**

See individual products for production time of catalog quantities only. All times are "working days". Production time will begin after approval of credit, artwork, and proofs.

**Cancellation Charge:**

Cancellations must be made in writing. Cancellation of an order in process will be charged according to costs incurred at the time of cancellation and may include a cancellation charge.

**Acknowledgment:**

All orders are acknowledged by email. Please review carefully and notify us immediately of any discrepancies or changes.

**Terms:**

Net 30 day with approved credit. New customers and orders above credit limit may require a deposit. Any order greater than catalog quantity will require a minimum of 35% deposit upon receipt of purchase order. We accept VISA, MasterCard, American Express, Discover and debit cards.

**Rush Orders:**

Call for pricing and availability. Every effort will be made to accommodate in-hands date. Once a rush order has been acknowledged, we cannot accept any changes or cancellations. All rush orders require pre-approval from the factory.

**Materials:**

Elite fabric is made of woven polyester. Elite+(Plus) products are made of woven polyester sewn to polypropylene. Organic webbing is made from 100% certified organic cotton. All Classic, Select, and Platinum products are made of woven polypropylene and are not strength tested. They are not intended for use where tensile strength is required.

**Weaving:**

All designs are replicated, NOT duplicated. Exact repeat of logo or special type on same item, no charge if less than 2 years.

**Packaging:**

Bulk packed. Special packaging may be available upon request. Call for pricing.

**Prices:**

Please read item descriptions carefully. Prices may not include all costs. Please specify base item, size/length, shape, desired options, and styles and add all charges to determine total price. Prices subject to change without notice. Current products and pricing are available on our website and these prices will prevail.

**Overruns/Underruns:**

Up to 5% over or under will be billed accordingly. Exact quantity, no charge upon written request.

**Layout Proofs:**

Upon request, a layout proof will be emailed prior to production. Please add two days to normal production times for layout proofs. Layout proofs are required on all Classic, Platinum, and Select designs using a special font/design. Additional charges may apply for proofs on screen printed items.

**Shipping:**

FOB production facility. See website for more information. Split destinations: Additional \$12.50(G) after first destination. Third party account shipping charge of \$5.00(G) per order. International shipments will incur a document processing charge of \$20.00(G). Export documents will reflect catalog pricing unless otherwise instructed. Customs clearance, duties, taxes, and other applicable charges are the responsibility of the consignee.

**Disclaimer:**

Logos shown on catalog products are for illustrative purposes only and do not imply endorsement.

**Preproduction Proofs:**

Price varies by item. Proof available upon request with order (includes overnight shipping). Please call for more information. Will affect production time, allow 5 days. Preproduction proofs are required on orders over 2,500 pieces or any order exceeding \$2,500 net.

**Custom Items:**

Custom item requests will be considered. Call with details for quote.

**Random Samples:**

Random samples of all items may not be available. Quantities may be limited on random samples and charges may apply. Freight not included. Please supply UPS or FedEx number for shipping.

**Length of Items:**

The length of an item is measured from one end of the webbing to the other end of the webbing on a finished product laid flat. Please note there is a +/-5% tolerance on length for all items.

**Spec Samples:**

Price varies by item; includes end quantity price (EQP) and shipping. Random colors of Classic, Select, and Platinum FREE. Please call for more information. Please allow 8-10 day production. All design charges apply.

**Set-Up Charge:**

See individual products for set-up charges. There is an additional \$20(G) set-up charge for custom shapes. Artwork submitted in an unacceptable fashion will not be approved and may incur additional design charges.

**Color Change:**

Color change on the same order cannot be combined for quantity pricing.

**Return Authorization:**

Merchandise may not be returned without factory authorization. All return requests must be made within 5 days of receipt of goods.

**Changes to Orders:**

Any change to an order after acknowledgment will result in a \$45(G) fee. Any order already in production will be charged according to costs incurred at the time of requested change. Any requested design revision will result in a \$45(G) design charge. We cannot accept any changes to a screen-printed order after proof approval. Changes may delay production and shipping.

**Less Than Minimums:**

A Less Than Minimum (LTM) fee will apply to items in which a quantity of less than 250 is requested and there is no short run option available. Please call for LTM pricing.

**We reserve the right to make changes to pricing, products, specifications, or discontinue any product at any time without notice or obligation.**