



Screenprinting • Embroidery • Promotional Products

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WBE Certified

## Policies/ Procedures

- After an order is placed you will receive an Order Approval. This form **MUST** be approved within 24 hours or your order will be placed on hold.
- A few days after approving your Order Approval you will receive an Art Approval from our art department. This form **MUST** be approved, or your order will not be placed into production.
- Payment Terms-
  - \*New customers- must prepay in full to start production. You will receive 1 free screen for prepaying.
  - \*Repeat customers-
    - you can prepay to receive 1 free screen (must be done prior to production)
    - put 50% down when you place your order, pay pay the other 50% when you pick up.
    - pay in full when you pick up or your order is shipped.
  - \*\*Please note: If payment is made by check, and the check is Returned you will be charged a \$25 fee.
- UPS shipping charges-

We will not charge your invoice or credit card for shipping until the product has shipped. Please note, this may take up to 1-2 weeks for us to receive accurate charges from UPS. There will be an additional \$5 surcharge added onto your freight for us to ship to you. If you do have a UPS #, please provide this information to your sales rep. You will then not be charged shipping or a surcharge.

