

Thank you for your interest in our shirts. Please read our Terms and Conditions of Business carefully, your agreement to them by return reply email is required before your project can begin. The information applies to Customized Stock, Ready-Made and Just-For-U Design Shirts. Our normal production timeframe (the time from when your approved mockup is sent in for production) is typically 6 weeks or less. If you have questions, please ask before your order commences.

**Most of our Ready-Made and Just-For-U shirts require a minimum purchase of three.** On these orders, the first hour of your work-up time is free. Additional time is billed at the rate of \$20/hour. We won't "start the clock" until work actually begins on your order, and it stops when you have approved your mockup and the "work order" is sent in for production. Most orders will take less than an hour, but we will inform you if your work-up is about to exceed the first hour. We bill additional time in 15 minute increments, so you will only pay for what was actually necessary to complete your work-up (mockup and work order).

**Certain of our Ready-Made designs and all of our "Group" designs (explained below) have no minimum purchase,** so on orders of less than three, there is a \$10/hour fee for the first hour, and \$20/hour afterward. Just like the above, we won't "start the clock" until work actually begins on your order, and it stops when you have approved your mockup and the "work order" is sent in for production. Most orders will take less than an hour, but we will inform you if your work-up is about to exceed the first hour. We bill additional time in 15 minute increments (this includes the first hour), so you will only pay for what was actually necessary to complete your work-up (mockup and work order).

**Teams, Clubs, Groups or Organizations Ordering from One Shirt Design:** For the sake of brevity we will refer to all of the above as "groups. TechwearUSA works with a large number of "groups" who share a single shirt design. Sometimes the internal management of these groups does not permit any departure from their design other than individual names, others permit some alterations. In either event, the three shirt minimum "work-up" fee structure described above applies.

***IMPORTANT NOTE: If the only work required for your order is simply putting your name on an established mockup (team or otherwise) where nothing else is touched (no color change, no logo addition/change), there are no work-up fees at all.***

**Just-For-U Custom Designs require a different level of technical wizardry.** Whether we create a design for you from scratch or work from a drawing you provide us with, there are two different processes necessary to make a working design. First a graphical representation called a "Mockup" is made for you. Upon approval, the really tricky work of creating the "Print File" begins (making that 2-dimensional symmetrical mockup work as the 3-dimensional "exploded map" of cut parts which it really is), wherein all of the colors and/or lines must be made to flow seamlessly and correctly from one asymmetrical shirt part to another. Anyway, Just-For-U shirts require a minimum purchase of three, and again, the first hour of your work-up time is free. Additional time is billed at the rate of \$55/hour, and again, we won't "start the clock" until work actually begins on your order, and it stops when you have approved your mockup and the "work order" is sent to production. Billable time includes, however, the artwork going between the graphic artist who generates your mockup, and production department (graphic artists in their own right) who must generate the print file. Again, we bill in 15 minute increments, so you will only pay for what was actually necessary to bring us to the point where your project goes into print.

**Expedited Service:** This new service is provided by request and there is very limited availability. If approved shirts will be shipped within TEN BUSINESS DAYS, the fee for this service is an additional \$25 per shirt. There is a three shirt minimum.

**Logo Creation** is a service which we provide for \$30/hour. The deposit for logo creation is on a case-by-case basis and is in addition to the shirt deposit. You will be given an estimate of the time it might take before hand with the understanding that indecision, changes, or multiple choices will add to the final time. Once the logo is finalized, you will be charged the balance for it.

### **PAYMENT TERMS**

You are hereby authorizing us to charge your credit card on two occasions, first to make the deposit, and second, the balance plus shipping when your order is ready to ship. The deposit is \$25, plus logo conversion to vector if required (typically \$25 each). Any other arrangement must be approved by management in advance.

### **GROUPS and PAYMENT**

#### **Group Orders to be Paid by One Member**

In circumstances where a group's entire order will be placed by, paid for, and shipped to one person, the deposit is \$25 and everything will be the same as above.

#### **Orders to be Paid by Individual Members**

On orders where each team member contacts us for his team shirt, each member will be charged the \$25 deposit. Their shirt(s) will be shipped directly to them and they will pay the shipping rate and balance once shipped.

### **CORPORATE, GOVERNMENT, or LAW ENFORCEMENT ORDERS**

Payment terms are arranged on a case-by-case basis. You will also receive a quote of the order once all information is received and before work commences.

***IMPORTANT NOTE: The deposit requirement is waived for corporate, government, and law enforcement orders, but credit card information is required of the person placing the order. If payment by the company or department is not received within 2 weeks of the order being shipped, the responsibility falls to the person placing the order whereby his/her credit card will then be charged for the order.***

#### **Payment via Corporate/Department Credit Card**

If you will be paying for your order through a company/department credit card, any logo conversions that are necessary are to be paid before the conversion takes place. The balance of the order will be charged when the order ships.

#### **Purchase Order Details**

Your purchase order must indicate "payment upon shipping". Changes that require additional time and affect the quote balance will need to be paid once the order ships. In this case, you will be notified when the work order goes to production and informed of the additional cost so that adjustments in your purchase order can be made prior to the order shipping.

#### **Payment via Corporate/Department Check**

Corporate/department check payments must be cut the day your order ships so that it is received within a week of shipment.