

# TERMS & CONDITIONS

## **ORDER ACCEPTANCE**

All orders are binding upon the client once Order Confirmation has been confirmed by client via fax, e-mail, mailed USPS or hand delivered.

## **WORK STARTED / ORDERED**

Customer understands that a verbal order to start work and a first draft / proof(s) has been created by AAA Enterprises and sent / delivered to customer via e-mail, fax or USPS or hand delivered and customer decides for any reason whatsoever to "CANCEL" and not continue and complete their order, customer will owe AAA Enterprises a minimum of one hour artwork per order at the rate of \$40 per hour in USD. If no response from customer to proceed further with order(s) within 7 calendar days after proof(s) has been sent / delivered, customer's order will be closed and customer will be billed accordingly.

## **CHANGES**

Any changes to order must be submitted via fax, e-mail, mailed USPS or hand delivered to AAA Enterprises. Changes to artwork after customer's approval will be billed at the rate of \$40.00 per hour. This does not apply for any corrections needed due to misunderstanding/typographical errors by AAA Enterprises. Changes can cause delays and AAA Enterprises accepts no responsibility for missed deadlines caused by changes requested by customer.

## **AUTHORIZED RETURNS**

All sales are FINAL. Merchandise found to be defective or incorrect due to AAA Enterprises error will be replaced if notice in writing is given to AAA Enterprises within **5 calendar days** from receipt of merchandise. Note: merchandise **MUST** be returned at customer's expense to AAA Enterprises for inspection. Inspection of defects claimed by customer must be verified by AAA Enterprises and to their satisfaction to determine if replacement of merchandise shall be approved. Note: Customers shall pay for shipping cost on approved replacement orders.

## **PAYMENTS**

Normally, payment is due prior to processing the order. Most Major Credit Cards are accepted for orders over \$50.00. A 50% deposit may be requested with the remainder due upon delivery. Returning Customers may apply for a NET 30 account but must agree to pay within the Net 30. No additional orders will be accepted if account is not current. Customer agrees to pay all of the company's reasonable attorney fees and any collection agency fees incurred in the collection of any amount not paid when due.

## **SAMPLES**

Clothing samples will be billed at full cost and other samples will be billed if AAA Enterprises is billed by the supplier. Appropriate credit will be given against the order once placed.

## **Artwork**

Setup charges can be minimized if camera-ready artwork is provided to size. Camera-ready artwork is defined as follows:

- Black & White line art on flat photographic paper
- 600 dpi (or higher) laser prints sized to fit specs.
- Glossy, fine grain paper works better than matte copier paper but copy paper can sometimes be used.
- Multi color imprints: send black & white separations with registration marks for each color.
- Always include a color composite.

Photocopies, newspaper clippings, letterhead, and business cards are not acceptable art. Copies with scotch tape, fingerprints, folds, tears, marks, staples, holes, screens or colored inks usually require an artist to retouch. If it is necessary to retouch or rearrange submitted copy, an additional charge will apply at the rate of \$40.00 per hour. We are happy to help you with logo development, color separations, design, layout, etc. Cost for these services is \$85.00/hour. Art charges are a service charge only and do not transfer title to the customer. Artwork is not returned unless requested.