

Terms & Conditions:

Returns & Claims

- All claims must be made to Neat Custom Patches within 10 working days of the invoice date. Failure to do so will void all claims.
- All products must be inspected prior to imprint. No claims will be accepted for products that have already been embroidered or printed by the customer.
- If washing instructions are not followed, returns will not be accepted. Imprinted products must be washed separately in cold water and line dried prior to use, Please do not use bleach or launder commercially.
- Adhesive tape should never be used for positioning or any other purpose on towel products.
- Towels ordered with grommets and hooks are not returnable for credit.
- Returns are subject to a 20% restocking charge and must be shipped prepaid by the customer.
- All returns must have a return authorization number obtained from Neat Custom Patches prior to shipping.
- All returns must be in their original condition and packaging.
- We reserve the right to substitute products of equal or better value when necessary. Variances in weight, size and imprint location of +/- 7% are considered to be within acceptable manufacturing tolerances. This may account for screen-printed images not being 100% centered. Products may vary in color and texture from one lot to another. We cannot guarantee exact color matching of products or ink colors on re-orders.
- No REFUND on printed goods.
- For any order cancellations or refund requests, contact us at info@neatcustompatches.com with the Subject Header: Accounting

Important Note Regarding SHIPPING

Once a shipment has been sent out either via UPS or Fedex from our factory, we are not able to change the delivery address. Please make sure you have the correct Ship To information on your PO or that you confirm the details before we send out your order.

Re-order Setup Charge:

A 50% re-setup fee will apply to repeat orders placed within 6 months of the original order. Orders placed after this period will be treated as new and subject to the full setup charge.

Privacy

Your use of the Site is subject to the Neat Custom Patches Privacy Policy. Please review our Privacy Policy, which also governs the Site and informs users of our data collection practices.

Use of Communication Services

The Site may contain bulletin board services, news groups, registered users sections, forums, and/or other message or communication facilities designed to enable you to communicate with the public at large or with a group (collectively, "Communication Services"). You agree to use the Communication Services only to post, send and receive messages and material that are proper and related to the particular Communication Service.

By way of example, and not as a limitation, you agree that when using a Communication Service, you will not: defame, abuse, harass, stalk, threaten or otherwise violate the legal rights (such as rights of privacy and publicity) of others, publish, post, upload, distribute or disseminate any inappropriate, profane, defamatory, infringing, obscene, indecent or unlawful topic, name, material or information; upload files that contain software or other material protected by intellectual property laws (or by rights of privacy or publicity) unless you own or control the rights thereto or have received all necessary consents; upload files that contain viruses, corrupt files, or any of the similar software or programs that may damage the operation of another's computer; advertise or offer to sell or buy goods or services for any business purpose, unless such Communication Service specifically allows such messages; conduct surveys, contest, pyramid schemes or chain letters; download any file posted by another user of a Communication Service that you know, or reasonably should know, cannot be legally distributed in such manner; falsify or delete any author attributions, legal or other proper notices or proprietary designations or labels of the origin or source of software or other material contained in a file that is uploaded, restrict or inhibit any other user from using and enjoying the Communication Services; violate any code of conduct or other guidelines which may be applicable for any particular

Communication Service; harvest or otherwise collect information about others, including e-mail addresses, without consent; violate any applicable laws or regulations.

Neat Custom Patches has no obligation to monitor the Communications Services. However, Neat Custom Patches reserves the right to review materials posted to a Communication Service and to remove any materials in its sole discretion. Neat Custom Patches reserves the right to terminate your access to any or all of the Communication Services at any time without notice for any reason whatsoever.

Neat Custom Patches reserves the right at all times to disclose any information as necessary to satisfy any applicable law, regulation, legal process or governmental request, or to edit, refuse to post or to remove any information or materials, in whole or in part, in Neat Custom Patches's sole discretion.

Always use caution when giving out any personally identifying information about yourself in any Communication Service. Neat Custom Patches does not control or endorse the content, messages, or information found in any Communication Service and, therefore, Neat Custom Patches specifically disclaims any liability with regard to the Communication Services and any actions resulting from your participation in any Communication Service. Managers and hosts are not authorized Neat Custom Patches spokespersons, and their views do not necessarily reflect those of Neat Custom Patches.

Indemnification

You agree to indemnify, defend and hold harmless Neat Custom Patches, its officers, directors, employees, agents and third parties, for any losses, costs, liabilities, and expenses (including reasonable attorneys' fees) relating to or arising out of your use of or inability to use the Site or Services, Products, any user postings made by you, your violation of any terms of this Agreement or your violation of any rights of a third party, or your violation of any applicable laws, rules or regulations. Neat Custom Patches reserves the right, at its own cost, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, in which event you will fully cooperate with Neat Custom Patches in asserting any available defenses.

Changes to Terms

Neat Custom Patches reserves the right, in its sole discretion, to change the Terms under which www.promoexcellence.com is offered. The most current version of the Terms will supersede all previous versions. Neat Custom Patches encourages you to periodically review the Terms to stay informed of our updates.

Order Conditions & Disclaimer

Orders:

Orders have to be sent in writing, via email (sales@neatcustompatches.com)

- Email orders will receive a reply confirming receipt.
- For fax orders, please call to confirm receipt.
- Neat Custom Patches will not be responsible for orders that have not been confirmed.
- All rush orders need to be called in and Inform after sending the PO.

Artwork:

- All artwork must be emailed to info@neatcustompatches.com. Please do mention the PO# with the artwork.
- PMS colors must be specified.
- For best results, some minor adjustments may be required on your artwork, and we will contact prior to any changes.

Screen Printing:

All artwork for Screen Printing must be in Adobe Illustrator CS or higher vector format (AI, PDF or EPS).

- Artwork that is not properly set is subject to redesign upon customers request, additional fees may apply.
- Typesetting services are available for a minimal charge. Please provide the font as well as a mock-up or detailed layout.

Sublimation:

- Photo Art: requires 750 DPI at actual product size or 300 DPI at ¼ of Product Size. For Example, for 30" x 60" Towel photo art should be 300 DPI at 15" x 30".
- Spot Color Art: requires a vector art file (AI, EPS, PDF)
- Photo Art Combined with Spot Color Art: requires a layered file. The "Spot" elements should be in a separate layers from the photo.
- Bleed - Allow 1.5" Bleed on each side of the item. For example, 50' x 60" Blankets should be sized 53" x 63"

Full Color Process Heat Transfer

- Photographic images should be a minimum of 300 DPI at actual size.
- Minimum requirement for fonts are 16 pt. and 2 pt. lines.

Embroidery

- Most art files are acceptable for embroidery.
- We accept (DST and EMB files).
- Email embroidery art/tapes to: info@neatcustompatches.com

Proofs

- Proofs are free of charge on an order.
- Two revisions on a proof is included, additional revisions will be a charge of \$7.5 (V) per proof.
- Production time starts after proof is approved and signed off.

Payment Terms:

- All new clients will be on prepayment status, until credit is established. Repeat clients can apply for terms.
- We accept all major credit cards

- We only accept ACH/ Wire Transfers. We don't accept checks.
- We only accept ACH/ Wire transfers on payment above \$2000
- Only Approved accounts will be invoiced at Net 30 days. Rest of the accounts will be on pre-paid terms.

Shipping:

- All orders will be shipped UPS or FedEx ground service unless specified otherwise by customer.
- We are not responsible for shipping delays and any delivery errors made by carriers.
- Address change charges will be billed if incorrect address is provided.
- Drop ship charge for more than one location is \$8.75 (Z) per location.
- Freight quotes are estimates only. Actual shipping costs may vary.

Disclaimers:

- Product may vary in color from one lot to another and exact color matching cannot be guaranteed.
- We recommend you review an actual sample before order confirmation.
- Mill tolerance allows 5% variance in product weights and sizes.
- Due to the textile nature of textiles, a tolerance of 5% from the center is acceptable for the imprint position.
- White ink and PMS color matches may be influenced by the underlying color due to the transparent nature of the ink.
- All orders subject to product availability.
- We cannot be liable for delays due to material shortages, customs, shipping or acts of God.
- Prices and specifications are subject to change without notice.
- We are not responsible for incorrect pricing shown in any publication or media including SAGE, ASI etc
- Quantity discounts apply only to items with same style numbers.