

# **TERMS & CONDITIONS (CUSTOM DOMESTIC EMBROIDERY) <sup>(A)</sup>**

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## **APPROVALS:**

- Email photographs will be forwarded for approval at no charge.
- Customers can request a finished sample for approval; however, such samples will be charged (product(s) and embroidery and any other applications that are applied to product(s)). A \$50.00(A) fee and/or \$100.00(A) fee for jackets will also apply and samples will be shipped freight collect.

## **ARTWORK:**

- Vector (AI, PDF, EPS, CDR), HI-RES jpg artwork or good quality DST files must be supplied. A \$100.00/hr (A) fee may apply for any modifications made to artwork customers provide.

## **CANCELLATIONS:** The following charges will apply if a customer cancels an order:

- If we have not yet started production of the order, there will be no charge.
- If the order is in production, the order will be charged in full (product(s), embroidery and any other applications that are applied to product(s)) for quantities already produced.
- If we have produced a finished sample for approval and order is subsequently cancelled, the sample (product(s), embroidery and any other applications that are applied to product(s)) would have already been charged. Digitizing, keypunching and editing costs would also apply as per our pricing policy. In addition, a \$50.00(A) cancellation fee will also be charged.
- If we have provided email photographs for approval and the order is subsequently cancelled, product(s), embroidery and any other applications that are applied to product(s) will be charged. Digitizing, keypunching and editing cost would also apply as per our pricing policy. In addition, a \$50.00(A) cancellation fee will also be charged.

## **CHANGES TO ORDERS:** The following charges will apply if a customer changes an order:

- If we have not yet started production of the order, there will be no charge.
- If order is in production, the order cannot be changed. The order will be charged in full (product(s), embroidery and any other applications that are applied to product(s)) for quantities already produced.
- If we have produced a finished sample for approval and order is subsequently changed, the sample (product(s), embroidery and any other applications that are applied to product(s)) and a \$50.00(A) fee and/or \$100.00(A) fee for jackets would have already been charged. Digitizing, keypunching and editing costs would now also apply as per our pricing policy. In addition, a \$50.00(A) change fee will also be charged.
- If we have provided email photographs for approval and the order is subsequently changed, product(s), embroidery and any other applications that are applied to product(s) will be charged. Digitizing, keypunching and editing cost would also apply as per our pricing policy. In addition, a \$50.00(A) change fee will also be charged.

## **COLOURS:**

- The maximum is 15 colours.

## **DEVELOPMENT SAMPLES:**

- We will supply development samples; however, such samples will be charged (product(s), embroidery and any other applications that are applied to product(s)). In addition, a \$50.00(A) fee and/or \$100.00(A) fee for jackets and digitizing charges will also apply as per our pricing policy and samples will be shipped freight collect.
- No rebates will apply.

## **DIGITIZING:**

- Email photographs will be forwarded for approval for all orders we have digitized, keypunched or edited, at no charge.
- We supply digitizing free of charge for orders of 144 pcs or more, per logo.
- We may refuse to accept embroidery disc(s) that customers supply us with, if we deem them not to be acceptable quality or compatible with our equipment.

## **ORDERS:**

- It is understood that our customer has written approval authorizing them to duplicate all logos they are asking us to produce. A customer must be able to provide such evidence, if we so request. It is understood we will not be held responsible for any design or copyright infringements.
- All orders are F.O.B. our Montreal warehouse.

## **REPEAT ORDERS:**

- If required, we will supply email photographs for approval for exact repeat order, at no charge.
- Customers can request a finished sample for approval of an exact repeat; however, such samples will be charged (product(s), embroidery and any other applications that are applied to product(s)). In addition, a \$50.00(A) fee and/or \$100.00(A) fee for jackets will also apply and sample will be shipped freight collect.
- We make a concerted effort to closely match repeat orders to the original order. Exact duplication, however, cannot be guaranteed since we may have changed sourcing to improve/maintain our quality/delivery performance.

## **SCHEDULING OF PRODUCTION:**

- For orders we have forwarded a finished sample or email photograph for approval, we will schedule production time only after we have received email confirmation of approval.
- For orders we have been supplied with embroidery disc(s), we will schedule production only after we review quality/compatibility of embroidery discs supplied.
- For orders that require no approval, we will schedule production on receipt of order with complete details.
- Rush delivery might be available at a surcharge (double the embroidery price).

**IT IS UNDERSTOOD THAT BY DOING BUSINESS WITH AJM, YOU ACCEPT OUR TERMS AND CONDITIONS**

# **TERMS & CONDITIONS**

## **(CUSTOM DOMESTIC FINISHINGS - WOVEN LABELS)**

(A)

### **APPROVALS:**

- Email photographs of the woven label(s) will be forwarded for approval at no charge.
- After the woven label has been approved and produced, a second email photograph of the product, with the woven label(s) applied, will be forwarded at no charge for approval of the location of the woven label(s) on the product.
- We do not supply finished samples of woven label(s) for approval.

### **ARTWORK:**

- Vector (AI, PDF, EPS, CDR) artwork must be supplied. A \$100.00/hr (A) fee may apply for any modifications made to artwork customers provide.

### **CANCELLATIONS:** The following charges will apply if a customer cancels an order:

- If we have not yet started production of the order, there will be no charge.
- If the woven labels are in production they will be charged in full for quantities already produced.
- If the woven labels have been produced and the application process of the woven labels to the product is in production, the order will be charged in full (product(s), woven label(s) and any other applications that are applied to product(s)), for quantities already produced.
- If we have produced a finished sample for approval and order is subsequently cancelled, the sample (product(s), woven label(s) and any other applications that are applied to product(s)) would have already been charged. In addition, a \$50.00(A) cancellation fee will also be charged.
- If we have provided email photographs for approval and the order is subsequently cancelled, product(s), woven label(s) and any other applications that are applied to product(s) will be charged. In addition, a \$50.00(A) cancellation fee will also be charged.

### **CHANGES TO ORDERS:** The following charges will apply if a customer changes an order:

- If we have not yet started production of the order, there will be no charge.
- If the woven labels are in production they will be charged in full for quantities already produced.
- If the woven labels have been produced and the application process of the woven labels to the product is in production, the order will be charged in full (product(s), woven label(s) and any other applications that are applied to product(s)), for quantities already produced.
- If we have produced a finished sample for approval and order is subsequently changed, the sample (product(s), woven label(s) and any other applications that are applied to product(s)) would have already been charged. In addition, a \$50.00(A) cancellation fee will also be charged.
- If we have provided email photographs for approval and the order is subsequently changed, product(s), woven label(s) and any other applications that are applied to product(s) will be charged. In addition, a \$50.00(A) cancellation fee will also be charged.

### **COLOURS:**

- The maximum is 7 colours per woven label.

### **DEVELOPMENT SAMPLES:**

- We do not supply development samples of woven labels.
- In the event we are inventorying stock of woven labels for a customer, a sample of the product with the woven label applied can be ordered. The sample will be charged (product(s), woven label(s) and any other applications that are applied to product(s)). In addition, a \$70.00(A) fee will also apply and samples will be shipped freight collect.
- No rebates will apply.

### **ORDERS:**

- It is understood that our customer has written approval authorizing them to duplicate all logos they are asking us to produce. A customer must be able to provide such evidence, if we so request. It is understood we will not be held responsible for any design or copyright infringements.
- All orders are F.O.B. our Montreal warehouse.

### **REPEAT ORDERS:**

- If required, we will supply email photographs for approval for exact repeat order, at no charge.
- We do not supply finished samples of woven labels for approval.
- We make a concerted effort to closely match repeat orders to the original order. Exact duplication, however, cannot be guaranteed since we may have changed sourcing to improve/maintain our quality/delivery performance.

### **RESTRICTIONS:**

- We cannot apply woven labels to oilskin caps.

### **SCHEDULING OF PRODUCTION:**

- For orders we have forwarded an email photograph of the product with the woven label applied for approval, we will schedule production time only after we have received email confirmation of approval.
- For orders that require no approval, we will schedule production on receipt of order with complete details.
- Rush delivery might be available at a surcharge (double the woven label price).

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# **TERMS & CONDITIONS**

## **(CUSTOM DOMESTIC FINISHINGS - VINYL TRANSFERS)**

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(A)

### **APPROVALS:**

- Email photographs will be forwarded for approval at no charge.
- Customers can request a finished sample for approval, however, such samples will be charged (product(s), vinyl transfer(s) and any other applications that are applied to product(s)). A \$70.00(A) fee will also apply and samples will be shipped freight collect.

### **ARTWORK:**

- Vector (AI, PDF, EPS, CDR), HI-RES JPG must be supplied. A \$100.00/hr (A) fee may apply for any modifications made to artwork customers provide.

### **CANCELLATIONS:** The following charges will apply if a customer cancels an order:

- If we have not yet started production of the order, there will be no charge.
- If the vinyl transfers are in production they will be charged in full for quantities already produced.
- If the vinyl transfers have been produced and the application process of the vinyl transfer to the product is in production, the order will be charged in full (product(s), vinyl transfer(s) and any other applications that are applied to product(s)) for quantities already produced.
- If we have produced a finished sample for approval and order is subsequently cancelled, the sample (product(s), vinyl transfer(s) and any other applications that are applied to product(s)) would have already been charged. In addition, a \$50.00(A) cancellation fee will also be charged.
- If we have provided email photographs for approval and the order is subsequently cancelled, product(s), vinyl transfer(s) and any other applications that are applied to product(s) will be charged. In addition, a \$50.00(A) cancellation fee will also be charged.

### **CHANGES TO ORDERS:** The following charges will apply if a customer changes an order:

- If we have not yet started production of the order, there will be no charge.
- If the vinyl transfers are in production they will be charged in full for quantities already produced.
- If the vinyl transfers have been produced and the application process of the vinyl transfer to the product is in production, the order will be charged in full (product(s), vinyl transfer(s) and any other applications that are applied to product(s)) for quantities already produced.
- If we have produced a finished sample for approval and order is subsequently changed, the sample (product(s), vinyl transfer(s) and any other applications that are applied to product(s)) would have already been charged. In addition, a \$50.00(A) change fee will also be charged.
- If we have provided email photographs for approval and the order is subsequently changed, product(s), vinyl transfer(s) and any other applications that are applied to product(s) will be charged. In addition, a \$50.00(A) change fee will also be charged.

### **COLOURS:**

- Unlimited.

### **DEVELOPMENT SAMPLES:**

- We will supply development samples, however, such samples will be charged (product(s), vinyl transfer(s) and any other applications that are applied to product(s)). A \$70.00(A) fee will also apply and samples will be shipped freight collect.
- No rebates will apply.

### **ORDERS:**

- It is understood that our customer has written approval authorizing them to duplicate all logos they are asking us to produce. A customer must be able to provide such evidence, if we so request. It is understood we will not be held responsible for any design or copyright infringements.
- All orders are F.O.B. our Montreal warehouse.

### **REPEAT ORDERS:**

- If required, we will supply email photographs for approval for an exact repeat order, at no charge.
- Customers can request a finished sample for approval of an exact repeat; however, such samples will be charged (product(s), vinyl transfer(s) and any other applications that are applied to product(s)). A \$70.00(A) fee will also apply and samples will be shipped freight collect.
- We make a concerted effort to closely match repeat orders to the original order. Exact duplication, however, cannot be guaranteed since we may have changed sourcing to improve/maintain our quality/delivery performance.

### **RESTRICTIONS:**

- We cannot apply vinyl transfers to oilskin caps, and all our winter headwear (polyester fleece and acrylic knits).

### **SCHEDULING OF PRODUCTION:**

- For orders we have forwarded a finished sample or email photograph for approval, we will schedule production time only after we have received email confirmation of approval.
- For orders that require no approval, we will schedule production on receipt of order with complete details.
- Rush delivery might be available at a surcharge (double the vinyl transfer price).

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# **TERMS & CONDITIONS**

## **(CUSTOM DOMESTIC KNITS)**

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### **APPROVALS:**

- Email photographs will be forwarded for approval at no charge.
- Customers can request a finished sample for approval, however, such samples will be charged (product(s) and any other applications that are applied to product(s)). An additional fee will also apply as per our pricing policy and samples will be shipped freight collect.

### **ARTWORK:**

- Vector (AI, PDF, EPS, CDR) artwork must be supplied. A \$100.00/hr (A) fee may apply for any modifications made to artwork customers provide.

### **CANCELLATIONS:** The following charges will apply if a customer cancels an order:

- If we have not yet started production of the order, there will be no charge.
- If the order is in production, the order will be charged in full for quantities already produced.
- If we have produced a finished sample for approval and order is subsequently cancelled, the sample (product(s) and any other applications that are applied to product(s)) would have already been charged. In addition, a \$50.00(A) cancellation fee will also be charged.
- If we have provided email photographs for approval and order is subsequently cancelled, product(s) and any other applications that are applied to product(s) will be charged. In addition, a \$50.00(A) cancellation fee will also be charged.

### **CHANGES TO ORDERS:** The following charges will apply if a customer changes an order:

- If we have not yet started production of the order, there will be no charge.
- If order is in production, the order cannot be changed and will be charged in full for quantities already produced.
- If we have produced a finished sample for approval and order is subsequently changed, the sample (product(s) and any other applications that are applied to product(s)) would have already been charged. In addition, a \$50.00(A) change fee will also be charged.
- If we have provided email photographs for approval and the order is subsequently changed, product(s) and any other applications that are applied to product(s) will be charged. In addition, a \$50.00(A) change fee will also be charged.

### **COLOURS:**

- The maximum is 4 colours.

### **DEVELOPMENT SAMPLES:**

- We will supply development samples, however, such samples will be charged (product(s) & any other applications that are applied to product(s)). An additional fee will also apply as per our pricing policy and samples will be shipped freight collect.
- No rebates will apply.

### **ORDERS:**

- It is understood that our customer has written approval authorizing them to duplicate all logos they are asking us to produce. A customer must be able to provide such evidence, if we so request. It is understood we will not be held responsible for any design or copyright infringements.
- All orders are F.O.B. our Montreal warehouse.

### **REPEAT ORDERS:**

- If required, we will supply email photographs for approval for exact repeat order, at no charge.
- Customers can request a finished sample for approval of an exact repeat, however, such samples will be charged (product(s) and any other applications applied to product(s)). An additional fee will also apply as per our pricing policy and sample will be shipped freight collect.
- We make a concerted effort to closely match repeat orders to the original order. Exact duplication, however, cannot be guaranteed since we may have changed sourcing to improve/maintain our quality/delivery performance.

### **SCHEDULING OF PRODUCTION:**

- For orders we have forwarded a finished sample or email photograph for approval, we will schedule production time only after we have received email confirmation of approval.
- For orders that require no approval, we will schedule production on receipt of order with complete details.
- Rush delivery might be available at a surcharge (double the price of knit product)

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