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TERMS & CONDITIONS OF THE SALE

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UNCONDITIONAL GUARANTEE: All Merchandise is new, first quality and completely guaranteed against material or workmanship defects. All claims for shortages, damages, defects, incorrect merchandise, and etcetera, must be reported within 10 days of receipt of goods. Claims will not be accepted after this time. It is the customer's responsibility to inspect all merchandise before usage and washing to ensure it is the correct merchandise, correct quantity, and in good condition as ordered. Without exception, Industrial Uniform Company & Logo Depot will not assume responsibility after garments have been used or washed. The day of shipping/delivery is the date the sale is determined to be completed and will be our invoicing date. In the event of a material defect, a Call Tag will be issued. There is no additional cost to the customer. Defective merchandise must return to us with a piece of tape indicating the location of the flaw and in new (unwashed) condition.

TERMS: We accept Visa, MasterCard, Discover, and American Express. We also accept Cashier's Checks, Money Orders, Wire, and Bank Transfers. You may also make payments online at our website www.logodepotweb.com by clicking on the "Make a Payment" link at the top of our home page. All personal checks may be held up to 10 business days before we ship an order for bank clearing. If your order requires a quick shipment we recommend you utilize a credit card as your payment method. Sales exceeding \$1000 are subject to credit card transaction fees of 3%.

OTHER TERMS & CONDITIONS: *Industrial Uniform Company & Logo Depot* GIVES NO WARRANTY FOR THE MERCHANDISE, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, DESCRIPTION, OR QUALITY. IN NO EVENT SHALL *Industrial Uniform Company & Logo Depot* BE LIABLE FOR ANY INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, OR FOR LOSS OF ANTICIPATED PROFITS ON ANY CLAIM OF ANY KIND RESULTING FROM ANY ORDER.

We are required by law to collect sales tax on sales of goods with a shipping destination in the State of Kansas unless we have a properly completed and signed Sales Tax Exemption certificate. If we are notified by the Kansas taxing authority that the exemption certificate is not valid for any reason, we reserve the right to collect sales tax and additionally seek immediate reimbursement from you, which you agree to pay promptly, for any sales tax we are required to remit on your behalf. Returned Check fees for Insufficient Funds (NFS): \$50 flat fee. Improper Chargeback fee: \$50 flat fee. Explanation: Customers issuing chargeback(s) with your Credit Card's issuing Bank without proper cause will be billed any fees incurred by *Industrial Uniform Company & Logo Depot* in disputing the chargeback as well as a \$50 Chargeback fee. This is necessary to recover the charges we were billed by Visa/MasterCard/Discover/American Express when the no-cause chargeback was issued. With this type of fraud/negligence on the rise, and little recourse is given to the Merchant by the credit card issuers. We reserve the right to change any of the policies and procedures on this page at any time without prior notice. Exclusively the laws of the State of Kansas shall govern all rights of the parties in connection with the purchase of goods from us. We reserve the right to refuse service to anyone.

RETURNS: It is the customer's responsibility to inspect all merchandise before usage or washing to ensure it is the correct merchandise, correct quantity, and in good condition as ordered. Without exception, we will not assume responsibility after garments have been used or washed or for any garments that have been embroidered, imprinted, or embellished by another party. Returns are subject to a 25% Restocking Charge and any applicable freight. Returns require authorization by your customer service associate or sales representative and are accepted only within 10 days of the shipping date. All sales are final. Closeouts and discontinued merchandise are final sales and not available for return. Unclaimed or refused shipments will not be eligible for any refund and will be charged additional freight charges we may have incurred by the requested shipping service provider. Cancellations of orders already in production or after a Sales Order Confirmation has been signed/email approved, will not be accepted if these items have already been embroidered, imprinted, or embellished in any manner, the customer will be charged in full. Any discount received as part of a quantity purchase will be forfeited if returned items bring the order quantity below the quantity eligible for the discount. Please allow up to 20 Business Days from receipt of any returned merchandise for credits to be issued.

PROMOTIONAL PRODUCTS OVER/UNDER POLICY: Industry-standard for promotional product orders are subject to a 10% over/under run of the quantity ordered, per item code, and shall be considered acceptable, complete, and invoiced accordingly. This is non-negotiable from many of our suppliers and "exact quantities" typically yield an additional charge.

WEBSITE FABRIC COLORS: Every effort is made to ensure that the pictured fabric colors on our website are as close as possible to the actual fabric color. This cannot be guaranteed and an actual color sample should be purchased when the exact color match is required. Since most monitors are never calibrated the colors you see on your monitor may differ from what others see on their monitor and from the actual color of the apparel in the picture.

FABRIC WEIGHTS & CONTENT: Published fabric weights are an average weight among neutrals, lights, darks, and premiums. Ash/Heather colored products are not 100% cotton and must carry a small percentage of polyester to achieve the color.

SHIPPING: All merchandise becomes your property at the time it is accepted by the carrier. We will determine the carrier unless specified at order placement and is confirmed on the Sales Order Confirmation. We cannot deliver to PO Boxes. Certain shipping exceptions can be made in advance of completion. Please communicate your expectations, as not all USPS shipments qualify for PO Box shipping. We request you provide a physical street address for all orders. We cannot be held responsible for lost or delayed orders after shipments leave our warehouse. Delivery of any shipment by us to a carrier relieves us of all further responsibility for damages and/or shortages. If you receive your items damaged, you must notify the carrier to inspect within 7 days of receipt of shipment and all claims for damage or shortage must be filed in writing with the carrier, within the carrier's specified time frame of receipt of shipment. At your request, after you send the carrier's written report of their inspection, we will help you in filing your claim.

SIGNATURE REQUIREMENTS: **Commercial Address:** Signatures are required for all shipped packages. **Residential Address:** We ship with "No Signature Required" by default. However, some couriers will on their own, determine whether or not to leave a package without obtaining a signature. This is beyond our control and we cannot be held responsible for lost shipments in which the carrier does not require a signature for delivery (either by choice, designation, or waiver of a signature on file for the ship-to address) and leaves package(s) unattended at the ship-to address. All tracking information can be provided when available or upon request.

PRIVACY STATEMENT: Your privacy is of the utmost importance to us. We protect the privacy of our customers and visitors to the greatest extent possible. We never sell, rent or otherwise furnish any information about our customers or visitors to anyone outside our organization. This policy is firm and not subject to change. We use cookies to recognize returning customers and visitors to customize content for individual market advertising, as we automatically receive information from your browser that identifies your IP address and other information, however; your e-mail address is not included in this information. We maintain visitor-furnished information only as necessary to fulfill your order and to provide customer service. All individual information is maintained on a secure database. We use SSL encryption to secure the transmission of sensitive data. No credit card or financial information is stored physically or electronically.