



- (316) 264-2871
- WWW.LOGODEPOTWEB.COM

- 3550 N. COMOTARA ST.
- WICHITA, KS 67226

Terms & Conditions of the Sale

UNCONDITIONAL GUARANTEE: All Merchandise is new, first quality, and completely guaranteed against material or workmanship defects. Defective merchandise must be returned to us in new (unwashed) condition for consideration of replacement. We are unable to accept returns for decorated materials.

TERMS: We prefer to accept Cash, Business Check, ACH Payments, Cashier's Checks, Money Orders, and Wire Transfers. We also accept Visa, MasterCard, Discover, and American Express. You may make payments online at our website www.logodepotweb.com by clicking on the "**Make a Payment**" link at the top right 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. All credit card transactions incur a transaction convenience fee of 2.9%.

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 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. 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, the 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* plus any applicable freight. Returns require authorization from our customer service manager and are accepted only within 10 Days of the shipping date. Closeouts and discontinued merchandise are final sales and are not available for return. Unclaimed or refused shipments will not be eligible for any refund and will be charged additional freight charges incurred by the requested shipping service provider.



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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, and 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 standards 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. 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 confirmed on the Sales Order Confirmation. We cannot deliver to PO Boxes. 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 responsibility for damages and/or shortages that occur during shipping. 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 us the carrier's written report of their inspection, we will assist in filing your claim as much as possible.

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 determine whether 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 the signature on file for the ship to address) and leaves the package(s) unattended at the destination address. All tracking information can be provided when available or upon request.



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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 SSL encryption to secure the transmission of sensitive credit card data. No credit card or financial information is stored physically or electronically on the premises.