

OTTAWA CUSTOM CLOTHING

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TERMS & CONDITIONS

Prices are in effect January 1 , 2017 and are subject to change without notice. Prices are for products only and do not include freight or applicable taxes.

General Ordering Information

Ink Colour Matching: No charge for stock colors, however PMS color matching are 10\$ per color as needed. However, as we are printing on fabric, exact colour matching is not guaranteed.

Virtual / Paper Proofs: The first proof is included at No Charge with all orders.

Over/Under: All efforts are made to ship exact quantities. However, we reserve the right to ship over/under by 5% and will bill accordingly.

Sizing: All product sizes used / listed are approximate and may vary slightly.

Return Policy: Stock products, in saleable condition, may be returned within 30 days for credit to your account. Before any return will be accepted, please call our Customer Service Department to obtain a Return Authorization Number (RA#) for your return. A 15% restocking fee will apply to all returns of stock merchandise. Custom-made products cannot be returned.

Claims: All goods are carefully checked by Ottawa Custom Clothing for quality and quantity before shipping. Claims regarding shipment discrepancies must be led with Ottawa Custom Clothing within 5 working days of receipt of goods. Claims for damaged or opened goods while in transit must be led with the courier company and acknowledged on the waybill at the time of receiving. Ottawa Custom Clothing will not be responsible for goods shipped to a 3rd party, therefore, the buyer is liable for the goods. Goods shipped to a 3rd party should be checked immediately as Ottawa Custom Clothing will not be held responsible if the screen printer, embroiderer or buyer's customer sends the goods short-shipped after 24 hours of receipt of goods.

Terms: All first orders are to be shipped on an equal-to-cash basis. Acceptable methods of payment are Visa, MasterCard or Email Transfer. Terms for established volume accounts are Net 30 days from date of invoice. All custom orders are subject to a 50% deposit before production and a request for a volume account is subject to approval by Ottawa Custom Clothing.

Ordering: All orders must be received in writing and are subject to acceptance by Ottawa Custom Clothing with delivery contingent upon regulation of credit and satisfactory security being provided if requested. A rush charge may apply for orders beyond our standard production time-lines.

Delivery: Stock products will be shipped within 24 hours for customers with credit accounts and Visa or MasterCard for customers who do not have an account. Custom products will be shipped within 2 weeks. Larger quantities may take longer. Rush shipments may be subject to a premium.

Shipping: Unless otherwise specified, orders are shipped via Standard Purolator or Canada Post. These charges will be included on the invoice. Drop Ship charge of \$10.00 per location for two or more addresses.

General Product and Printing Information

Screen printing is not an exact science. Due to the fact that we are printing on fabric, there is a possibility of some print colour variance within a print run. We cannot guarantee dye lot consistency of fabrics. Reddish fabrics are not guaranteed colourfast. White prints on red fabric are not guaranteed against absorbing red dyes. 100% cotton and natural canvas products are not recommended for washing due to shrinkage and colourfast consistency and pre-shrunk products should be chosen when this is a consideration. Please read and follow Care Instructions on each product.

Do not dry clean screen printed products.