

# POLICY

**Approval.** Product is delivered only after customer approval of design, color and sizes. Any changes must be received by Hoops Embroidery before production begins.

**Artwork / Digitizing Fees.** Embroidery computer preparation fees as well as all screen and art production fees are invoiced for use on the particular job and do not entitle the customer to actual ownership of such. Hoops Emb artwork may be released for non-competitive use through special arrangements with Hoops Embroidery at an additional fee. Artwork/Digitizing set-up fees are a one time charge. All artwork is kept on file for futures orders through Hoops Embroidery. A stitch-out sample of your artwork is included in your embroidery set-up fees and is available upon request.

**Customer Supplied Garments/Items.** Hoops Embroidery is not responsible for replacement of any customer supplied garments/items when damaged due to machine or any embroidery related malfunctions.

**Check In.** It is the customer's responsibility to check received items and report any discrepancies at arrival.

**Deposit / Terms.** A 50% deposit is required at time order is placed and is payable by credit card, cash, check or paypal. The balance is due at time of shipment, delivery or customer pick-up. Payment by credit cards on balances due are charged at the time of shipment and will include applicable UPS & handling fees. Please request and complete the credit card account authorization form.

**Returns.** Decorated articles may not be returned or exchanged except in the event of a Hoops Embroidery mistake. In this case, Hoops Embroidery will gladly replace or authorize a deduction from that particular invoice.

**Sales Tax.** Unless we have a current sales tax certificate on file prior to the order, the State of California requires us to collect 8.25%. This applies to California customers only.

**Samples.** Non-decorated samples may be obtained at a 60% fee, plus UPS. Decorated samples will be charged full price. The sample fee will be credited to the first order. A stitch-out sample of your artwork is included in your embroidery set-up fees and is available upon request.