

# LETTERMEN SPORTS TERMS AND CONDITIONS



## Payment Methods:

One of the following options must be completed before your order can be processed:

Prepayment: You pay the full amount when placing the order. Your order will be shipped immediately upon completion.

Deposit: A 50% deposit will start your order. The balance is due prior to shipment of your order.

## Payment Options:

Check by Fax or Money Order: Please make check payable to Lettermen Sports and fax a copy directly to our factory headquarters at 1-800-780-8067.

VISA, MASTERCARD, DISCOVER, and AMERICAN EXPRESS: Your card will be charged when your order is placed.

School Purchase Order: A Copy of the School PO must be faxed directly to company headquarters at 1-800-780-8067.

## Order Minimums and Size Surcharge:

All custom orders from Lettermen Sports must include 12 pieces per logo used for initial order.

For all reorders, a 6 piece minimum is required per logo used.

All garments sized 2XL and/or above may be subject to a surcharge depending on the garment.

## To Start Your Order:

We will begin your order and assign an estimated delivery date upon receipt of the following information:

All shipping and billing information.

Final package or individual garment style.

Final quantity and sizes.

All artwork, logo design information and names and numbers if desired.

Payment (full payment, deposit, or purchase order)

## Shipping:

1. All orders are shipped using UPS ground unless otherwise specified. Free freight is available to those paying their full balance within 5 business days of placement of their order.

2. Free freight is not available with the use of a school purchase order

3. Other shipping methods are available at the customer's expense and can be discussed by contacting us via phone or e-mail. Note: Please inspect all orders upon receipt. You must notify us of any discrepancies within 3 business days of receipt.

## Delivery Time:

TEMPLATE ART (picked from our stock logos): You should receive your order approximately **2 weeks** from the date you approve your art proof\*. You will receive your art proof via email 2-3 days after your order is placed.

CUSTOM ART (anything not from our stock logos; adds upcharge): You should receive your order approximately **3 weeks** from the date you approve your art proof\*. You will receive your art proof via email 3-5 days after your order is placed.

**\*Shipping time is not included in delivery estimates.**

***Your COMPLETION DATE is determined by your ART APPROVAL DATE. Prompt approval of your art proof is essential for the timely completion of your order.***

**Important:** Due to the variables inherent in custom manufacturing, all delivery dates quoted are estimates only and cannot be guaranteed. Lettermen Sports cannot be held responsible for manufacturer or distributor delays.

## Returns and Repairs:

All custom made garments or lettered items may not be returned or exchanged. If we make a mistake, Lettermen Sports will correct that mistake to your liking. Please make sure your choices are exactly what you want before you place your order.

Should you need to return something to us, please call Lettermen Sports at 800-780-8077 for instructions on returning your items to us. Returned garments must be clean (by law). Soiled garments will be returned to the customer without repairs being processed.

## Changing An Order:

Our goal is to service all customers quickly and efficiently as possible. Therefore, please note that once an order is submitted, we cannot make changes to the order. Additions will be handled as a separate order with all applicable surcharges and processed immediately.

## Important Color Notes:

Garment photos shown in our literature and on this web site may not exactly match the actual fabric color due to variations and inconsistencies in printing inks and screen resolution versus fabric dyes. If you would like to see a sample fabric swatch, please call us.

I agree to these terms and conditions \_\_\_\_\_ Date \_\_\_\_\_