

Shipping and Return Policy

Last Updated: January 27, 2017

1. Description of Shipping and Return Policy

- a. Customer shall make full payment in advance before the Company start the customer's design project. Payment is to be made by cash, credit card, check or wire transfer in advance except where an open account credit is established and maintained to the satisfaction of the Company, in which case the payment terms are net 30 days from the date of delivery. The terms of payment may be changed by Company at any time.
- b. Customer agrees not to initiate chargebacks with their bank, financial institution or Credit Card Company.
- c. Customer shall provide a physical address for delivery. The Company will not ship to P.O. Boxes.
- d. All custom artwork is non-refundable unless the Company approves refund.
- e. The customer is responsible for completing ART DIRECTION QUESTIONAIRE, providing ideas or samples of what they would like, before the Company can begin the customer's project. The Company can provide creative art direction for the customer design projects for an additional charge.
- f. Please allow up to 7 BUSINESS DAYS for any new project or revision request and longer for campaigns or major projects.
- g. The customer is responsible for checking artwork after the Company delivers the project and all revisions must be in writing.
- h. The customer shall receive to 2 complimentary revisions. If additional revisions are necessary after the customer has used their 2 revisions the customer agrees to pay our current rate for each additional revision in advance. After the customer has approved artwork, we will deliver final files and no revisions can be made unless the customer agrees to pay for revisions in advance. The Company charges \$75 to resend archive artwork files.
- i. The customer may not return any products back to the Company until the Company investigates and determines the cause of error. After Company determines the cause of error, the customer may return damaged, defective or wrongfully delivered products back to the Company. The customer agrees that no product can be returned without receiving a RMA/Call Tag from the Company.

2. Payment of Fees, Cancellation of Transactions, and Refunds

If you subscribe to a service or purchase a product on this Site that requires payment of a fee, you agree to pay all fees associated with such service or product. For all charges for services on this Site, we will bill your credit card or draft from your checking account. Recurring charges are billed in advance of service on a monthly basis. You agree to provide us with accurate and complete billing information, including valid credit card information, your name, address and telephone number, and to provide us with any changes in such information within ten (10) days of the change.

If, for any reason, your credit card company or bank refuses to pay the amount billed for the service, you agree that we may, at our option, suspend or terminate your subscription to the service and require you to pay the overdue amount by other means acceptable to us. We may charge a fee for reinstatement of suspended or terminated accounts.

You agree that until your subscription to the service is terminated, you will continue to accrue charges for which you remain responsible, even if you do not use the service.

For services for which we accept payment by check, a \$30 fee will be added to all checks returned to us due to non-sufficient funds or closed accounts. In addition, a bank service fee will be charged on these checks