



# Terms & Conditions

ALLEY CAT DESIGN INC.

1. Orders can be picked up, delivered or shipped via UPS will only be delivered to a physical address and not a P.O. Box. However, we can ship to campus boxes. All orders being shipped outside the continental U.S. will be shipped via the U.S. Postal Service.
2. Our main goal is to get your order made right the first time. For that reason, we will not send your order into production if we do not have all of your information. If we have any questions regarding your order, we will contact you. Your order will not go into production until you respond to us. We would rather produce your order a day or two later, than provide you with something you will not be happy with.
3. Please keep in mind that the completion times of your project are based on your approval date of your art, not the date you place your order. We will attempt to contact you if the item(s) you ordered are on backorder.
4. When shipping is required our handling service (not shipping charges) includes, but is not limited to: packaging and handling. Our handling charge for individual orders is \$8.00 for the first box and \$1.00 for each additional box. In certain cases we will give discounts for high volume orders. Please call (937)-291-8803 for more information. Shipping and handling charges are subject to change without notice.
5. During the holiday season and certain other times, the production times may increase due to the volume of orders we receive. We always recommend that you allow extra time for production, especially if you need to have your order in your hands by a certain date.
6. Alley Cat Design Inc will assume no responsibility for delays resulting from the negligence of the carrier (primarily UPS), strikes, weather conditions, power failures or other acts of nature.
7. If there is a problem with your order, you must save all packaging and boxes for inspection and/or return shipping; if this is the case, please contact your customer service representative as soon as possible. All claims must be reported to Alley Cat Design Inc within 72 hours of receipt.
8. Orders that are to be picked up at our offices (92 Compark Rd, Centerville, OH) will need to be picked up Monday through Friday between 9:00am and 5:00pm. If you cannot pick up between these times please call us at (937) 291-8803 to arrange an alternate time; we may also offer the option of delivery. All orders must be paid in full at the time of pick up or delivery, unless other arrangements have been made.

## Shipping and Production Times

### CLOTHING

\*Screen-printing: For best results we ask that you plan ahead to allow our creative and production teams as much time as possible to produce your order. 5- 10 business days (from the time that the final art is approved) is the standard production time for custom screen-printed designs. In certain circumstances RUSH service may be available for product delivery in as little as three days, however additional fees will apply.

\*Sweatshirts, t-shirts, jackets, hats and standard forms of apparel with sewn on or embroidered lettering typically produce within 5- 10 business days from approval of artwork.

\*Hockey jerseys, football jerseys and other specialty items typically produce out within 7- 14 business days.

\*If you are ordering a product with two types of application (i.e. screen printing, embroidery and heat-transfer), your order may take slightly longer to produce.

## **PROMOTIONAL PRODUCTS**

Production will vary on promotional items. Please contact your sales representative for proper lead-time.

## **Additional Policies for Alley Cat Design Inc. orders**

### **RUSH SERVICE**

RUSH service is available for most products. As previously noted, RUSH service may be available for your product to be delivered in as little as three days, however additional fees will apply.

### **ART**

You may provide your own camera- ready art or you can have our art department create something just for you. Please contact your sales representative for instructions on submitting artwork to us. Once we complete your artwork, we will email this to you, or feel free to stop by and review this with the artist. If necessary, our art department will make corrections to your artwork after it has been received.

The coloring and sizing of artwork received is not exact. We size artwork based on the item(s) ordered, the print location(s), and the design(s) being printed. If you want your artwork to be a specific size, you must specify a size when you place your order or approve your artwork.

Someone in your organization MUST respond to our art department via email with approval or with the changes to the art. Once you approve your artwork, Alley Cat Design Inc is not responsible for any artwork mistakes on your items; so, please take the time to carefully check your artwork. Failure to approve your artwork in a timely manner may push back the delivery date of your order. Alley Cat Design Inc is not responsible for any delay in order delivery caused by a delay in artwork approval.

You may submit logos of businesses or organizations to us for use in your order. Most businesses/organizations have a marketing department that can provide us with their logo in the proper format.

By commissioning Alley Cat Design Inc to do your artwork including any business/organization logos that you submit, you are expressing that you have the authority to use such designs/logos. You also grant Alley Cat Design Inc. the right to fabricate, manufacture, and sell products with such designs/logos.

If we consider any part of your design to be inappropriate or inconsistent with the ideals of your organization, we may seek the written approval of your advisor or your organization's national headquarters before producing the order. We reserve the right to refuse to create/print artwork that is unlawful or inappropriate. All designs are copyright Alley Cat Design Inc. We reserve the right to display artwork submitted by a customer for advertising purposes.

### **PAYMENT**

Because everything we produce is custom made, we will require a financial commitment before we begin work on your order. The remaining balance must be remitted within approved terms. We will accept a mailed personal or organization check and credit/debit card (Visa, Master Card or Discover). We will also accept money orders (made Payable to: Alley Cat Design Inc.). We do not ship C.O.D. You will be subject to a \$25 processing fee for every returned check in addition to the balance due on the order. If your organization pays for all or part of your order by purchase order, the remaining balance due on your order must be paid within 30 days of order receipt. If this payment is not received in a timely manner, we reserve the right to charge late fees in addition to the balance due. It is the organization's responsibility to make sure we receive final payment in a timely manner to avoid late fees.

### **SUBSTITUTIONS**

In the event that one or more of the items you ordered are on backorder or discontinued, you can either wait for the item(s) to come in, get other comparable item(s), or receive a refund. If we discover a shortage or manufacturer's defect in one or more of your items, we reserve the right to substitute items of comparable value to fill orders. If time permits, you will be notified of any substitutions prior to production.

As soon as you approve your order, we order the blank items to fill your order. From this point forward your garment type, garment color, and item cannot be changed without additional restocking/processing fees.

### **ADD-ONS AND RE-ORDERS**

You may be able to add-on to your INITIAL order or you may need to place a second order that will be processed separately from your initial order.

You may re-order more of an item as long as you meet the minimum order requirement when applicable. For screen-printing orders, the minimum for re-orders is 12 pieces. The price per item may increase when placing a re-order. You may want to consider ordering extra items when placing large group orders because add-ons and re-orders are not always possible. Please contact your sales representative for more information.

### **CANCELLATIONS**

All orders are custom-made based on the customer's instructions at the time of ordering and as such, the customer is responsible for any costs incurred by Alley Cat Design Inc. up to the point of cancellation. Orders that have already been produced/fulfilled CANNOT be cancelled. If we can cancel your order, there will be a processing/re-stocking fee. There is a MINIMUM cancellation fee of \$75. Your organization will also be charged a restocking fee and processing fee if we have ordered products to fill your order. In addition, there will be an art charge if we have done artwork for your order.

It may be possible to reduce the amount of items ordered without completely canceling your order. If this is possible, your organization will not be charged a cancellation fee, but you may be charged a restocking fee and processing fee. The price per piece for the remaining items may also increase. Please contact your sales representative for more information.

To avoid cancellation fees, please make sure you have the approval of your organization before placing your order.

### **GARMENT CARE**

All clothing should be washed inside out. Garments with rhinestones must be hand washed or machine-washed using the gentle cycle. All other clothing should be washed in cold water. DO NOT ADD BLEACH OR ANY OTHER CHEMICALS. Wash all garments separately and lay flat to dry. THESE INSTRUCTIONS ARE TO REPLACE ANY WASHING INSTRUCTIONS INSIDE GARMENTS.

Items with screen-printing may form stress marks or tears over time. Washed or worn garments, including garments with this form of damage, cannot be replaced, returned for a refund, or exchanged.

### **RETURNS AND EXCHANGES**

Since all orders are custom-made, there can be no returns unless the item(s) ordered is/are defective or the wrong item(s) is/are received.

All orders are thoroughly examined and counted by at least two members of our production staff to ensure that the item sizes and quantities are accurate. Each item is also examined for defects prior to shipping. If a problem does arise with your order, please contact a customer service representative at (937) 291-8803 within 72 hours of receiving your order. Please do not send any items back to us without calling first. Unauthorized returns may be refused and sent back to the customer. Please do not alter the item(s) received in any way. Items cannot be returned for any reason more than two weeks after receipt.

### **LIMIT OF ALLEY CAT DESIGN INC. RESPONSIBILITY**

You are responsible for ordering correctly. When ordering over the phone, you must provide your sales representative with accurate instructions for producing your order correctly and in a timely manner. Do not assume that your sales representative knows what you want and when you want it if he/she has not asked you. Alley Cat Design Inc. will only be responsible for acting on those instructions given/sent to us that we actually receive. We are not responsible for instructions that we do not receive, instructions we receive late, or instructions that are not possible to follow. We are also not responsible for any incorrect instructions you may provide, as this will affect the accuracy or timeliness of your order.

Alley Cat Design Inc. is not responsible for items that must be discontinued because they are no longer available from the manufacturer. We reserve the right to remove items from our catalog or website and change the per piece price without notice.

We are also not be responsible for typographical errors in our catalog or on our website ([www.alleycatworldwide.com](http://www.alleycatworldwide.com)). We reserve the right to modify our catalog and website (including these policies) at any time without notice. Please contact us at (937)-291-8803 if you have any questions regarding these policies. When placing an order with Alley Cat Design Inc., you are agreeing to the terms and conditions described in these polices.