

URBAN BLUE

APPAREL COMPANY

URBAN ROOTS • OCEAN SOUL

2109 Highway 101 • Florence, Oregon 97439

Phone: 541-991-8582 • Email: info@urbanblueapparel.com

Website: urbanblueapparel.com

TERMS, CONDITIONS & CUSTOMER RESPONSIBILITY AGREEMENT

OUR COMMITMENT

Urban Blue Apparel Company is committed to providing exceptional customer service, quality custom apparel, and professional printing and decoration services. To ensure accuracy, efficiency, and customer satisfaction, the following Terms, Conditions, and Customer Responsibilities apply to all orders placed with Urban Blue Apparel.

By placing an order with Urban Blue Apparel, the customer acknowledges and agrees to all policies outlined below.

1. PAYMENT TERMS

Orders from \$1.00 – \$499.99

- Payment in full is required before production begins.
- No garments, materials, or supplies will be ordered until payment has been received.

Orders of \$500.00 and Above

- A non-refundable 50% deposit is required before production begins.
- The remaining balance is due upon completion and prior to pickup, delivery, or shipment.
- Urban Blue Apparel reserves the right to withhold completed orders until all outstanding balances have been paid in full.

Accepted Forms of Payment

- Cash
- Check
- Major Credit Cards

Alternative Payment Arrangements

Any alternative payment terms must be discussed and approved prior to the start of production. Approved arrangements will be documented and agreed upon by both parties before work begins.

Returned Checks

A \$35.00 fee may be charged for returned or insufficient-funds checks. Future orders may require payment by cash, certified funds, or credit card only.

2. PROOF APPROVAL REQUIREMENTS

Before production can begin:

- All artwork proofs, mockups, garment selections, and design layouts must be reviewed and approved by the customer.
- Signed approval or written authorization is required before garments are ordered or production begins.
- Urban Blue Apparel will not purchase garments or begin production until approval has been received.
- Once a proof has been approved, the customer assumes responsibility for spelling, grammar, artwork placement, garment selections, colors, sizing, and all design details.
- Any changes requested after proof approval may result in additional charges and production delays.

3. ARTWORK REQUIREMENTS & ARTWORK CORRECTION FEES

Customers are encouraged to provide print-ready artwork whenever possible.

Artwork Corrections

If customer-supplied artwork requires:

- Vectorization
- Resolution enhancement
- Color correction
- Font replacement
- Artwork recreation
- Resizing
- Color separation
- Print preparation
- Any other modifications necessary to achieve acceptable print quality

Artwork correction fees will apply.

Artwork Charges

- Artwork correction fees begin at a minimum of \$25.00.
- Additional charges may apply based on the amount of time required to prepare artwork for production.
- Customers will be notified and approval obtained before artwork correction work is performed.
- Artwork preparation fees are non-refundable once services have been completed.

4. CUSTOMER-SUPPLIED GARMENTS

Urban Blue Apparel accepts customer-supplied garments; however, the following conditions apply:

Garment Quality

Urban Blue Apparel cannot guarantee the quality, construction, dye stability, fabric content, or print compatibility of customer-supplied garments.

Color Fading & Garment Issues

Urban Blue Apparel is not responsible for:

- Color fading
- Dye migration
- Discoloration
- Shrinkage

- Fabric defects
- Manufacturing defects
- Changes in garment appearance after washing or normal wear

DTF Transfer Performance

Urban Blue Apparel is not responsible for:

- DTF transfer lifting
- Peeling
- Cracking
- Adhesion failures
- Durability issues

that occur as a result of customer-supplied garments.

Certain fabrics, coatings, treatments, waterproofing agents, or manufacturing defects may negatively affect transfer adhesion and durability.

5. NO REFUNDS ON CUSTOMER-SUPPLIED GARMENTS

- Decoration services performed on customer-supplied garments are non-refundable.
- Urban Blue Apparel is not responsible for replacing customer-supplied garments.
- By supplying your own garments, you acknowledge and accept all risks associated with decorating garments not purchased through Urban Blue Apparel.
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6. GARMENT CARE RESPONSIBILITY

Once garments leave our facility:

- Urban Blue Apparel has no control over how garments are washed, dried, stored, handled, or maintained.
- Urban Blue Apparel is not responsible for damage caused by:
 - Improper washing
 - Excessive heat
 - Bleach
 - Harsh detergents
 - Fabric softeners
 - Commercial laundering
 - Improper storage
 - Normal wear and tear

Customers are responsible for following all garment care instructions provided.

7. ORDER CHANGES & CANCELLATIONS

- Changes requested after proof approval may result in additional charges and production delays.
- Orders cannot be canceled once garments have been ordered or production has begun.
- Deposits become non-refundable once garments, materials, or supplies have been purchased.
- Custom-produced items are not eligible for return unless a production error is determined to be the responsibility of Urban Blue Apparel.

8. PRODUCTION TIMELINES

- Production schedules begin only after payment or deposit, artwork approval, and garment availability have been confirmed.

- Estimated completion dates are estimates only and are not guaranteed.
- Production timelines may be affected by supplier inventory, shipping delays, weather events, equipment maintenance, acts of God, or other circumstances beyond our control.

9. SHIPPING & DELIVERY

- Customers are responsible for providing accurate shipping information.
- Urban Blue Apparel is not responsible for delays, damage, or loss caused by shipping carriers after an order leaves our facility.
- Shipping charges are non-refundable once an order has shipped.

10. PRINTING & COLOR VARIATIONS

The custom apparel industry allows for normal manufacturing tolerances.

Customers acknowledge that minor variations in:

- Print placement
- Ink colors
- Garment colors
- Embroidery placement
- Garment sizing
- Dye lots

may occur and shall not be considered defects.

11. LIMITATION OF LIABILITY

Urban Blue Apparel's liability is limited solely to the value of the printing, embroidery, or decoration services provided.

Under no circumstances shall Urban Blue Apparel Company, LLC be liable for indirect, incidental, consequential, or replacement costs associated with:

- Customer-supplied garments
- Third-party products
- Shipping delays
- Lost profits
- Business interruption
- Third-party claims

CUSTOMER ACKNOWLEDGMENT

By signing below, I acknowledge that I have read, understand, and agree to all Terms, Conditions, Payment Policies, Artwork Requirements, and Customer Responsibilities outlined in this agreement.

I further acknowledge that all custom apparel and decoration services are subject to the policies contained herein.

Customer Information

Customer Name: _____

Company Name: _____

Phone Number: _____

Email Address: _____

Signature

Customer Signature: _____

Date: _____

Urban Blue Apparel Representative

Representative Name: _____

Signature: _____

Date: _____

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