

## **CUSTOMER SUPPLIED GOODS POLICY**

Custom Shirt Shop averages less than a 1% spoilage rate, but if that 1% ends up including your goods, you are going to want to be clear on this policy.

All of our imprinting processes involve heat over 300 degrees, and some fabrics will not withstand temperatures that high. Custom Shirt Shop accepts no responsibility for goods that get ruined due to a problem with the goods themselves (ie. unsuitable for decoration process), or because of machine malfunction, or any other cause outside of our control.

If your goods get ruined because of human error on our part, we will repair or replace those goods with similar items from our line of products. If the goods are irreplaceable, we will reimburse you for the cost of the goods. You may be asked to produce receipts to prove their value. The replacement value will be for the cost of the garments only, and will not include any other existing decoration, or added value. If the value of any individual piece exceeds 30.00, it must be declared at the time the order is placed. We reserve the right to refuse any order we feel is too risky.

In no case will our liability exceed 3 times the value of the decoration on the ruined garment or garments.

### **SPECIAL NOTICE ON SCREEN PRINTED ORDERS**

Custom shirt shop reserves a 2% allowance for misprinted goods on any order, with a 1 piece minimum. If your order requires an exact quantity of shirts (ie. A team order where every shirt is for a particular individual), it is the customer's responsibility to provide any replacements needed. In cases where the print is multi colors, and a re-setup is required, there may be an additional charge. To avoid this possibility, extra shirts should be provided at the time of the order.

I have read and understand the risks of providing my own goods for decoration at Custom Shirt Shop and their policy regarding those risks:

Signed

Date