

## **C&C CUSTOMS LLC**

### **Business Policies**

#### **Artwork Charges**

Custom engraving your logo requires a skilled artisan. If your artwork is not production ready, a one-time charge may apply. The fee to prepare your artwork is \$30. All artwork is archived for future orders and can be accessed by the artisan without incurring additional fees. This charge does not apply to our stock artwork already prepared by our artisans.

If your artwork is low resolution (less than 300 dpi), or copied an image from your company's website, we can redesign your low-resolution image for you at a fee of \$60 (a) per hour, billable in 15-minute increments.

Artwork that is not camera ready will be considered as is and subject to an art charge and/or the one-time setup fee. We reserve the right to determine what is camera ready artwork.

#### **Examples of artwork that are not production ready:**

- Color photos, graphics, or text.
- Grey-scale photos, graphics, or text.
- Photocopied or faxed copies of photos, graphics, or text.
- Artwork that has been distorted or damaged.

#### **Production ready artwork includes:**

- PC files only (Sorry, no Macs)
- Corel Draw files
- Exported EPS files and PDF files converted to curves.
- Hi resolution (300 dpi minimum) BITMAPS (.bmp), TIFF (.tif), CDR (.cdr) and JPEG (.jpg), or other raster images that are 1-bit black and white camera-ready artwork.
- Other formats may be accepted at an additional charge. Please contact us for details.

#### **Stock Artwork**

C&C Customs LLC maintains a database of thousands of standard artwork files and logos. In many cases, we have your company's logo already on file ready for production. If you have any questions, please do not hesitate to contact us.

## **Cancellation**

Cancellations made after an order has been placed is subject to a 15% restocking fee. Once the proof is approved, the order is moved immediately into production and cannot be cancelled. Blank orders may be cancelled any time prior to shipment.

## **Catalog and Website Photography**

Due to photography lighting, various printing methods, computer monitor variations the color of the items may appear different than the actual item. We encourage you to request a sample to see exact colors. Samples on orders of 500 pieces or more are required.

## **Complaints and Disputes**

Complaints and disputes must be made within 30 days of receipt of shipment, unless an individual package carrier, or freight carrier is involved. We reserve the right to inspect any items from the production run before processing complaints or disputes. At no time will credit or credits exceed the invoice amount of a given order.

## **Drop Shipments**

There is a \$6.25 charge for all drop, split, or release shipment after the first shipment.

## **Hold for Release Orders**

C&C Customs LLC may produce and hold orders for shipping at a later date. The entire order will be produced and invoiced on receipt of the purchase order and approval of the proof. The customer owned merchandise will be held in our warehouse until release has been requested. The full order must be released within 6 months. All customer property stored at C&C Customs LLC's facilities are stored at customer's risk. C&C Customs LLC LLC is not liable for loss or damage thereto.

## **Invoicing and Terms**

First orders or custom orders will require payment in full at the time the order is placed. Large orders require a 50% deposit. C&C Customs LLC reserves the right to determine what a large order is. Terms will be accepted upon credit approval. Please contact us for a credit application after your first order has been delivered.

## **Lead Time Policy**

Please allow us as much time as possible to complete your order. We do our best to ship your order in 5-10 business days after your proof has been approved. If you need an item sooner than is published on the item's detail page, please contact us using the contact form on our website. In most cases, we can accommodate reasonable requests for rush service, or recommend a product that can be produced in the time allowed.

If your work is required in less time a rush charge may apply during busy times. The charge is relative to the increased cost incurred with respect to retooling, overtime, etc. For 3-5 days add 15%, for 2 days add 50%, and for next day jobs add 75% to invoice.

### **Manufacturer Warranties**

The services provided by C&C Customs LLC may impact certain warranties provided by the manufacturers and/or retailers of the subject product(s). Customer shall refer directly to the warranty provided by any such manufacturer or retailer. C&C Customs LLC shall in no way be liable if a manufacturing, retailer, or other warranty is limited or voided as a result of the services provided by C&C Customs LLC.

### **Order Confirmation**

Order confirmations are sent via email. It will be sent once the complete order has been received with the artwork and any instructions. The ship date will be established once the order is completely verified and the proof is approved. We reserve the right to correct any obvious clerical errors.

### **Over/Under-run Policy**

We ship exact quantities.

### **Payment Methods**

- Visa, MasterCard, American Express (+ processing fee of 3 – 5%)
- PayPal
- Cash
- Debit Cards (+ processing fee of 3 – 5%)

All orders must be paid in full prior to us filling your order unless other methods have been made such as pre-approved accounts.

### **Proofs**

A virtual proof will be emailed within 24 hours of receiving the order. The proof approval form must be approved and returned to C&C Customs LLC before the order will proceed to production. Note: A virtual proof is intended as an approximate representation of the final product. Colors may vary. Placement and size of the imprint is approximate and is intended to help visualize your order. If you need a precise representation of your order, please order a product sample. On orders of 500 pieces or more a product sample is required.

## **Return/Refund**

There is no refund even if the engraving is due to an error on our part. We will correct any errors or re-engrave the correction on a new or similar item. Any spelling errors on the customer's part are the responsibility of the customer. We do not spell check text provided by our customer because there are valid reasons to miss-spell certain words.

When you receive your order, please check it thoroughly. Damage or discrepancies must be reported to customer service within 10 business days of receipt of goods. Claims made after this time will not be reviewed. Correctly engraved customized items and special order items are not returnable. In most cases, blank items may be returned in the original packaging. Shipping charges are not subject to refund. Blank merchandise returns are subject to a 15% restocking fee in addition to the applicable return freight costs. Incomplete or partial returns will not be accepted.

All returns require a Return Materials Authorization Number (RMA). Refunds are subject to review upon receipt of the return. Return claims must be made within 10 business days of the receipt of purchased goods. RMA claims may be subject to expiration, which may result in returns not being accepted. Any additional fees assessed to the order at the time of purchase (such as less than minimum fees) are not subject to refund. Unauthorized returns are not accepted

If you need to return an item, please [Contact Us](#) with your order number and details about the product you would like to return. We will respond quickly with instructions for how to return items from your order.

## **Shipping**

When you place an order, we will estimate shipping and delivery dates for you based on the availability of your items and the shipping options you choose.

Please also note that the shipping rates for many items we sell are weight-based. The weight of any such item can be found on the Delivery Information tab of the product. To reflect the policies of the shipping companies we use, all weights will be rounded up to the next full pound.

All products are shipped by individual package carriers or freight carriers depending on weight and destination of the shipment. Products are shipped F.O.B Omaha, NE 68105. Title to the good passes to the buyer at the F.O. B. point. We reserve the right to ship any order by the method we determine as the most efficient manner.

C&C Customs LLC will not be held responsible for any shipping delays, damages, or loss caused by the individual package carrier or freight carrier. If there are any issues with the order once it is delivered make a note with the courier BEFORE accepting delivery and/or signing for delivery.

### **Trademarks, Emblems, Copyrights, Patent, or Similar Right of Protection**

All logos, emblems, copy, or similar material supplied by any source other than C&C Customs LLC to produce an order, it is agreed and understood that C&C Customs LLC shall be acting as the agent of the customer on the use of such material. The customer, as principal, shall be responsible to comply with all laws regarding copyright, trademark, patent, right of privacy, licensing, or similar right of protection, and shall indemnify and save harmless C&C Customs LLC, its agent, for any suits, claims, or actions of any nature for damages, expenses, or costs which may arise by reason of C&C Customs LLC using said material in accordance with the customers direction, all of which shall be considered within the scope of the aforementioned agency relationship. Trademarks and logos shown by C&C Customs LLC are merely depicted to represent the products and/or ability to decorate them, but were never meant to imply the decorations were created by this company or that the products with any specific decorations are available to any purchaser without the consent of the owners of the trademarked or copyrighted art or copy. Trademarks and logos shown do not imply endorsement of our products by their owners. C&C Customs LLC reserves the right to use all supplied artwork in our displays and advertising unless we are notified in writing at the time the order is placed.

By ordering from C&C Customs LLC, you agree to these terms and conditions. If you have any questions or concerns regarding these policies, please feel free to contact us.