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2011

TERMS & SERVICE POLICY

--STANDARD PRODUCTION TIME BEGINS UPON ARRIVAL OF PRODUCT AND APPROVAL OF DESIGN.

--ORDERS INVOLVING 1000 PIECES + WILL BE QUOTED ON AN INDIVIDUAL BASIS

--ALL PRODUCT WILL BE RETURNED PRINTERS FOLD AND WILL SHIP IN ORIGINAL BOXES UNLESS SPECIFIED OTHERWISE ON CUSTOMER PO.

--20% SURCHARGE WILL BE ADDED TO THE FOLLOWING:

- JACKETS REQUIRING ASSEMBLY OR RE-ASSEMBLY OF LINERS
- ALL CARHARDT PRODUCT AND PRODUCT OF SIMILAR NATURE
- BAGS THAT REQUIRE SPECIAL HANDLEING
- ALL LEATHER PRODUCT
- ANY LOGO REQUIRING METALLIC THREAD

OTHER SERVICES

--DIGITIZING \$10 PER THOUSAND STITCHES WITH A \$45 MINIMUM AND \$300 MAXIMUM. THIS INCLUDES 1 SAMPLE SEWOUT. WE WILL WORK WITH, AND SAMPLE CUSTOMER SUPPLIED FILES CHARGING FOR EDITS AS NEEDED.

--ADDITIONAL SEWOUTS UP TO 8,000 STITCHES \$5 EA

--SIMPLE EDITS \$15-\$45 BASED ON COMPLEXITY

--DUPLICATE DISK \$15

--FOLDING AND BAGGING \$.25 PER GARMENT (GOLF AND TEE SHIRTS) \$.50 (JACKETS, BLANKETS, SWEATSHIRTS)

--DROP SHIPMENTS \$5 PER SHIPMENT FOR EVERY ADDRESS ABOVE 2

--HANG TAG \$.10 PER GARMENT

--APPLICATION OF CUSTOMER SUPPLIED STICKER OR LABEL \$.10

--3D FOAM EMBROIDERY – QUOTED ON A PER JOB BASIS

--PRODUCT PROOFS & ORDERS UNDER 12 PIECES \$5.00 EACH FOR ALL LOGOS UP TO 8,000 STITCHES, \$10 EACH FOR ALL LOGOS OVER 8,001 STITCHES. LOGOS OVER 15,000 STITCHES WILL BE QUOTED INDIVIDUALLY.

--MINIMUM ORDER CHARGE FOR ALL VINYL APPLICATION \$25

--PRIVATE LABEL – QUOTED ON A PER JOB BASIS

--PERSONALIZATIONS

1ST NAME BLOCK STYLE LETTER \$4.00 EA
1ST AND LAST NAME BLOCK STYLE LETTER \$5.50 EA
1ST NAME SCRIPT STYLE LETTER \$3.00 EA
1ST AND LAST NAME SCRIPT STYLE LETTER \$4.50 EA

MAXIMUM EMBROIDERY SIZES

FLAT GOODS 11” w X 11” h
CAP FRONT 2.25” h
CAP BACK 4” w X 1.25” h
CAP SIDE 2.5” w X 1.5” h
VISORS – DEPENDS ON STYLE AND SIZE

MAXIMUM SCREEN PRINT SIZE

12” X 12”

COMBINED PRICING

SHIRTS, SWEATS AND MOST JACKETS CAN BE COMBINED TO REACH QUANTITY PRICING. CAPS WILL BE RUN AND PRICED SEPARATELY.

THREAD

ROCKLAND EMBROIDERY, INC USES PRIMARILY ROBISON ANTON RAYON THREAD. A DIFFERENT BRAND OR COLOR IS SUBJECT TO A 40% SURCHARGE.

TERMS AND CONDITIONS

PAYMENT IS ACCEPTED VIA VISA OR MASTERCARD OR BY CHECK WITH ESTABLISHED CREDIT. UPON SUCH CREDIT APPROVAL, OUR TERMS ARE A FIRM NET 30 DAYS. CREDIT CARD PAYMENT WILL NOT BE ACCEPTED FOR PAST DUE BALANCE.

DAMAGES

INDUSTRY STANDARD OF 2% OR 1 GARMENT WHICHEVER COMES FIRST (FLAT GOODS) INDUSTRY STANDARD OF 3% ON ALL CAPS.

INSURANCE

ROCKLAND EMBROIDERY, INC MAINTAINS INSURANCE ON ALL CUSTOMER GOODS. HOWEVER, THE AMOUNT OF INSURANCE CARRIED IS ESTABLISHED BASED ON AVERAGES AND DOES NOT FLOAT WITH SEASONAL INFLUX OF PRODUCT. IT IS OUR CUSTOMER’S RESPONSIBILITY TO INSURE ALL ITEMS HELD AT ROCKLAND FOR THEIR FULL VALUE. OUTGOING UPS SHIPMENTS ARE AUTOMATICALLY INSURED FOR \$100.00 PER CARTON. SHOULD YOU REQUIRE ADDITIONAL INSURANCE, PLEASE BE SURE TO SPECIFY THE AMOUNT ON YOUR PURCHASE ORDER.

RETURNED CHECKS

ARE SUBJECT TO A \$25.00 SERVICE FEE

ROCKLAND EMBROIDERY, INC. WILL NOT BE HELD RESPONSIBLE FOR INCORRECT STYLE NUMBERS SENT FROM YOUR WHOLESALE VENDOR AS IT IS IMPOSSIBLE FOR US TO CROSS REFERENCE EACH AND EVERY CATALOG WITH GOODS RECEIVED. WE WILL MAKE EVERY EFFORT TO MATCH DESCRIPTION ON YOUR PO TO THAT OF THE GARMENT AND PACKING SLIP. WE WILL COUNT AND CONFIRM THE PRODUCT FOR SIZE, COLOR AND QUANTITY.