

Policies



Easy Prints®

Easy Prints® are chosen from our companion Idea Book or web site using our designs, clip art and lettering.

Easy Prints® Plus

Easy Prints® Plus are any layout, clip art and/or lettering not shown in our full color companion Idea Book or web site, or any excessive alteration of an Easy Prints® layout. You will be notified of any additional art charge.

Application

Instructions are included with every order. We cannot accept responsibility for any product failure based on improper application. In any case, our liability is limited to the value of the Transfer Express® products only. An extra transfer is provided with every order. Please cut this transfer into quarters and test to your quality standards before production.

Successful application of any heat transfer product is based solely on the accurate control of time, temperature and pressure. The application instructions you will receive with your order were established using Stahls' Hotronix® machines. We strongly recommend this equipment to ensure that our products perform to your satisfaction.

Cancellations, Returns & Changes

The custom nature of our products and our short delivery cycle dictate that cancellations and returns are NOT permissible. Requests for changes will be accommodated when possible and may involve an additional fee.

Stock Letters and Numbers Returns

Stock numbers and letters may be returned, damage free, prepaid freight, with a 20% restocking fee, within 30 days. Returnable items include:

- Unopened number packs, Express Packs and Number Kits
- 2", 2.5", 3" letters sets and 4", 6", 8" and 10" numbers

Stock Returns should be mailed or shipped to:

Transfer Express
7650 Tyler Blvd.
Mentor, OH 44060
Attn: Returns Dept.

Guarantee

We guarantee to replace any item that is defective in materials or workmanship free of charge. We cannot be responsible for the failure of a product due to improper application. Requests for return authorization of products deemed by us to be defective must be made within 30 days of invoice date.

Phone Orders

For your convenience we do accept phone orders. However, all phone orders are accepted at your risk. Incorrect orders are of no value to anyone so you are encouraged to carefully listen when the order is read back.

Art Reproduction Restrictions

The unauthorized use of registered trademarks and copyrighted logos or designs is illegal. When manufacturing products which incorporate these logos, we assume that you have obtained permission. We do, however, reserve the right to ask for written confirmation of this permission. Transfer Express®, Inc. accepts no liability for any unauthorized use of such material. You agree to indemnify the company for any loss due to the unauthorized use of such logos or designs. We reserve the right to refuse to print any design considered to be in poor taste or offensive.

Proofs

Pre-production proofs are available at an additional cost. This cost is non-refundable. Delays in proof approval may cause a delay in actual delivery time. Actual delivery will be confirmed once we receive your final approval on the proof. Fax proof only & mail proof only orders are also available but must be paid in advance or charged to a credit card.

Customer Supplied Art

We will use our best efforts to preserve the condition of any original artwork you provide. Please advise us if you wish an original to be returned and whether you require us to insure the same.

Pricing

Pricing is published in our Dealer Guide. Pricing for quantities over 500 is available by calling our Dealer Services Dept. All pricing is subject to change without warning or notice.

Credit

In order to meet the financial needs of all our customers, we offer several different payment methods. They are:

1. Visa/MasterCard/American Express/Discover
2. C.O.D. Company Check (application required)
3. Net 30 Open Account (application required)
4. C.O.D. Money Order or Cashier's Check



Please select the payment method(s) that best suit your needs. Your card will not be charged until your order ships. Until you choose an alternative method, all future orders will ship C.O.D. Money Order or Cashier's Check. C.O.D. shipments are changed an additional \$12 processing fee.

For applications, call the Transfer Express® Credit Dept. at 800-521-4393 or go online to print our application.

Past due accounts and declined credit cards may ship out C.O.D. Money Order. Any past due amounts will be added to the C.O.D. amount. A 1.5% per month charge may be added to past due accounts. Use of a credit card on a Net 30 open account requires charge at the time of shipment.

NSF Fees: Returned checks will be subject to a minimum fee of \$25.00.

Credit Card Declines: To avoid delay in shipping your order, any orders for which a credit card payment is declined will be shipped C.O.D. Money Order with an additional \$12 fee on the date scheduled.

Deposits

Typically, orders over \$750.00 require a 50% deposit, though any order may require a deposit.

Fees

Handling Fee when using third party shipping account - \$3.95

Processing Fee - \$5.00 - For any number or name order less than \$24.00

Delivery

All orders are shipped F.O.B. Mentor, Ohio by a carrier of your choice. All delivery times quoted are based on delivery to the common carrier. We cannot accept any liability for the failure of any carrier to fulfill a promised delivery time.

Rush Service

A rush service is available for \$25.00 per color per order. We will try to meet your need based on production schedules. Orders with excessive art or quantities greater than 500 may not be able to be rushed.

Rush service for Express Names™ is \$25 per 25 names rushed.

Reorders

Reorders are priced as an Easy Prints® order as long as they are exactly the same as the original order. Please provide us with the order number. Art will be kept on file for 2 years from last order. Any films, plates, drawings, electronic files, etc., are the sole property of Transfer Express®, Inc.

Limitation of Liability

The company's liability (whether under the theories of breach of warranty or contract, negligence, strict liability or product liability) for its goods shall be limited to, at the company's option, repairing or replacing goods found by the company to be defective. The company shall have no liability for damages of any kind arising from the selection, application, suitability or use of the goods by anyone. By the acceptance of the goods, you shall assume all liability for any damages which may result from use or misuse by you, your employees or by others. You shall indemnify the company against all liability, costs or expense which may be sustained by the company as a result of any loss, damage or injury.

In an effort to offer you the most current and highest quality products, product specifications may change without notice.

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