



PRODIGI EMBROIDERY & SCREEN PRINTING EMBROIDERY TERMS and CONDITIONS

PAYMENT

All first time orders must be prepaid using a company check, Master Card, Visa, or American Express. Credit terms may be extended to qualified applicants. Terms are net 15 days to rated accounts.

ADDITIONAL EMBROIDERY COSTS

SPECIAL QUOTES: If you don't see it on our pricing sheet, please call or email for information.

PERSONALIZATION: For name: \$4.35(v). First & Last Name: \$5.00(v). Each additional line: \$1.25(v)

POLY BAGGING: Add \$0.38(v) per item. For oversized goods: sweatshirts, jackets, etc. add \$0.65(v).

METALLIC THREAD: For metallic thread, please add \$0.65(v) per item. Not recommended for flat goods.

3-D CAP EMBROIDERY: Please use the HEAVY-COVERAGE STITCH cap pricing plus \$1.25(v) per cap.

ADDITIONAL COLORS: We can sew up to 9 colors per design. Please add \$0.09 for each additional color.

COLOR CHANGES: The first change is free. Starting with the third change, please add \$12.50(v) to \$32.00(v) to change thread colors on a design. For example, 72 black items get white thread, 72 white items get red thread, that is free, but if 48 black get white, 48 white get red, and 48 green get yellow thread then a \$12.50(v) color change would apply. If several colors in the design have to change, then the higher price would apply.

DIGITIZING

We are very proud of our digitizing capability and would love to provide you with designs interpreted and created by our digitizers. We are also able to accept your digitized files for production, keeping in mind that edits or adjustments to these files will be charged on a per design basis. **We must digitize all 3-D designs.**

ART REQUIREMENTS

We can accept high resolution PDF, JPG, and GIF files, as well as EPS, CDR, and AI files. Absolute minimum height for lettering is 3/16 inch, or 19 point for all upper case letters or 27 point for upper and lower case lettering. Smaller than that and we cannot promise decent results.



PRODUCTION

New design production is normally 2 to 4 working days from the time we receive your PO and artwork. We will digitize your design and provide sew-out on all new or edited designs. Upon receipt of your sew-out approval and all goods for the job, we will complete within the time frame. WE must have time to count in and inspect your goods to meet the production time. REPEAT DESIGN production is 4 to 5 working days after all goods have arrived.

CHANGES

Changes, cancellations, or logo-edits are factors that will almost always alter the delivery date. Adding garments to an existing order will add to the delivery time of the original order by a minimum of 2 days after the arrival of the new goods. We must have 48 hours to properly receive and check in your order changes.

RUSH ORDERS

Rush orders must be approved before we can accept your PO. A rush charge will apply as we will generally be required to run overtime to complete a rush job. We MUST be authorized to use expedited shipping methods. Rush jobs will also depend on factors over which we have no control, for example, we will still need at least 24-48 hours to ascertain goods have arrived and are correctly matched to your PO. Additional factors include quantity of garments, 1 or more decoration locations, design complexity, etc. Please call for more information

SPOILAGE

PRODIGI Embroidery is a contract embroidery company, meaning we do not supply the garments to be sewn. Although we strive for accuracy, we cannot be expected to produce a perfect rate of return. As an industry standard across the contract decorating spectrum, the accepted rate of spoilage is 2% for flat goods and 4% for caps. This means that PRODIGI is not responsible for reimbursing your company for rejects that fall within these nationally accepted parameters of spoilage. If we exceed these parameters, we will either credit you for the damages at the wholesale price of the goods of supply replacements or the quantity beyond the accepted spoilage factor. For example, if you provide 144 caps for embroidery and twelve are damaged in the sewing process, we would reimburse you for the first seven and you would be responsible for the remaining five. We will embroider all damaged goods that are replaced at no further cost. Please examine your shipment immediately, claims for incorrect or damaged products cannot be accepted after 15 days from delivery date.



SHIPPING

PRODIGI Embroidery ships primarily using UPS and FED-EX. We will gladly use your shipping number for outbound orders, however we cannot use the shipping number of your customer or other third party account number where we have no direct access in the event of a dispute. All outbound shipments are assessed a handling charge of \$3.75(v) per box. We also will use local delivery services for local shipments. UPS and FED-EX have sophisticated tracking systems that can follow your package from departure to destination, while local couriers are not that technologically adept so getting "tracking" can sometimes take one to three days. SPLIT SHIPMENTS: Shipments going to multiple addresses will be charged at \$10.00(v) for each address. INTERNATIONAL SHIPMENTS: Due to the time that elapses from when an international shipment arrived at its destination and the time final international fees are billed (as much as 4 months), we are unable to process international shipments. FREIGHT SHIPMENTS: Can be picked up on-site, but must be ordered and organized by your customer. We do not set up freight shipments.