

Policies & Procedures

ACKNOWLEDGEMENT

All orders are acknowledged by fax or email. It is your responsibility to contact the factory immediately with any discrepancies. Credit will not be issued after an order has been approved by the client and has been started in production.

AUTHORIZED RETURNS

Items found to be printed incorrectly due to VP Brand error will be replaced at no charge when returned within 60 days from receipt of item. VP Brand will provide Return Authorization labels. Unauthorized returns will be returned to the sender and billed for freight. A credit will not be issued for merchandise that is unavailable to be returned to VP Brand.

CANCELLATIONS

All orders are considered firm and cannot be cancelled without approval from VP Brand. Written documentation must be sent to confirm the cancellation. Upon receiving the documentation, a \$42.00 (R) charge will apply in addition to cost of dyes, logo, screens, artwork, including all material produced. Restocking fees of 15% plus shipping will apply on all returned items.

CORRECTION CHARGES

A charge of \$50.00 (R) applies to all corrections received after the screen, plate, or cut has been made. Corrections are not possible on orders that have been printed.

HANDLING CHARGES

Handling charges of \$6.67(R) per carton will apply to all orders.

FAX ORDER

All purchase orders must be received by fax, and are subject to a daily cut off time. The cut off time for regular production orders is 12:00 noon, Central Time. Any orders received thereafter will be considered orders for the following day. All orders faxed will be considered the original purchase order. The legibility of faxed orders will be the responsibility of the customer. VP Brand is not responsible for any fax malfunction that would affect receipt of the order or omitted information on the order. All faxed orders requiring artwork WILL NOT BE SCHEDULED TO SHIP until the actual artwork is received. Orders are not put into production unless the order is complete. Orders are considered complete with a correct purchase order, approved terms, complete shipping address, camera-ready art and any artwork approvals if required. In hand dates must be clearly stated on purchase order and fall within factory production schedule.

IMPRINT

The imprint will be set for best appearance at VP Brand discretion using the maximum imprint area, unless specified on the purchase order.

SHADING

A dot pattern will be used to simulate shading on imprinted products. We utilize screen frequencies as low as 45 LPI and up to 150 LPI depending on product, product color, and imprint method.

INK CHANGE CHARGE

A charge of \$20.00 (R) per color will apply to all items in the catalog per ink change.

NON-FULFILLMENT OF ORDER

VP Brand cannot assume liability for nonfulfillment of orders caused by the inability to obtain raw material, due to embargoes, strikes, fires, or other causes beyond our control.

OVERRUNS/UNDERRUNS/EXACT QUANTITIES

A 5% over or under on orders will be invoiced for the exact quantity shipped. Orders requiring an exact count will be charged \$60.00 (R). Charges apply to each drop shipment.

PICTURES

Logos used in this catalog are for illustrative purposes only. The logos do not imply endorsements; nor does the owner of such design expressly authorize the items with the specific logos for sale to anyone.

PRICING

All catalog pricing and setup charges are coded. Catalog pricing is subject to change without notice. All large quantity quotes are to be requested by email, and must be referred to on the purchase order.

PRODUCT COLOR

VP Brand has attempted to portray product colors in the catalog as accurately as is possible; however, because of color reproduction in printing, the product color may differ slightly from the catalog. If clarification of product color is required, please request a random sample.

PRODUCTION TIME

Production time begins when: art is received by factory, credit has been established, payment has been received, ship date is approved by factory, all order's details clarified, and all proofs approved. Normal production time is 5 working days after final artwork approval. For estimated shipping date, contact the factory for details.

PROOFS/SPEC SAMPLES

No charge for e-mail or fax proofing. Actual proof or spec samples can be made on all VP Brand catalog items. Please contact factory for pricing on spec samples.

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REORDERS

To ensure an exact duplication of a reorder, send a sample form from the previous order. Please reference VP Brand invoice number or previous purchase order number on all repeat orders. Previous orders are kept on file for no longer than three years. Repeat orders after that time frame will require new artwork and setup charges or logo art charges will apply. PMS color matches, multi-color setups, and multicolor running charges are charged on each repeat order.

SAMPLES

Samples will be billed at end quantity price. Freight will be charged unless your shipping number is provided. Blank samples are available. You may request random copy samples. Samples cannot be returned for credit. Blank merchandise available at end quantity pricing

WEBSITE

Due to the dynamics of independently supported websites, we recommend verification of all products offering special pricing at our website: WWW.VPBRAND.COM. VP Brand cannot be held liable for inaccurate information on third party websites or search engines.

CREDIT CARDS

Factory accepts Visa, Mastercard, and American Express as prepayment on orders only. Freight will be charged separately. Credit card convenience fee (3%) will be added to all orders over \$5,000.

PAYMENT

Production will not begin until the credit department has received payment in full. A service charge of \$60.00 (R) will be charged on all returned checks. Credit accounts are net 30 days. Aging begins day of shipment. All net 30 accounts not kept current will be returned to prepay or credit card terms. Customers with accounts requiring collections will be liable for all associated costs including legal fees. Unused credits on accounts of 12 months or older will be written off and not refundable. We reserve the right to revoke credit terms at our discretion.

RUSH CHARGES

When production lead time allows, rush service will be available on most products at an additional charge applied to your order. Please contact factory representative for current availability at the time of order. Minimum rush charge of \$42.00 (R).

- 1 Day Rush 40% additional charge applied to entire order
- 2 Day Rush 30% additional charge applied to entire order
- 3 Day Rush 25% additional charge applied to entire order

SHIPPING INFORMATION

All shipping weights found within this catalog are estimated and may vary slightly. All orders should specify an "IN HANDS" date including the shipment method. If the shipping method is not specified, VP Brand reserves the right to ship by whatever means necessary to meet the "IN HANDS" date. VP Brand does not guarantee delivery by any freight carrier. This distributor must initiate any claim with the carrier immediately. To ensure timely delivery, please provide all shipping addresses by the time the order is complete.

GROUND SHIPPING METHODS

VP uses UPS as the main shipping method for smaller packages and smaller quantity orders. Clients may provide a UPS account number to use at no extra charge or the packages will be shipped on VP's UPS account with a \$6.67 (R) handling fee per package to be paid by client.

FREIGHT SHIPPING METHODS

For larger orders, VP will palletize, wrap, and label according to freight specifications. VP uses various carriers depending on pricing, destination, and number of days in transit. VP will quote the order, but will not be able to ensure pricing until the carrier is set up. The client will be charged the amount set by the carrier, plus any accessory charges. Please let VP know of drop off location situations – lift gate/forklift requirements, residential, construction site, etc.

Clients may set up their own freight using the carrier of their choice. The BOL will need to be emailed to VP to ensure proper delivery.

COURIER

VP uses a courier to deliver in surrounding Houston areas for \$42.00 (R) For larger orders and special deliveries, the Sales Representative will custom quote as needed. Please ask your Rep if this service will be best for your order.

SHIPPING CLAIMS

Any claims concerning merchandise must be made directly to the carrier. VP BRAND's responsibility ceases once the merchandise is delivered to the carrier.

PALLETIZING

On all shipments requiring the use of a common carrier, VP Brand will shrink wrap and palletize the cartons at \$15.00 (R) per skid charge. We reserve the right to charge additional fees for palletizing if your order uses a special configuration that requires more pallets than what we would normally use.

SPLIT/DROP SHIPMENT

Add \$9.00 (R) per shipment address after first address, plus freight charges. Mixed shipments are available and can be quoted upon request.

F.O.B.

All shipments are F.O.B. Sealy, Texas. Shipping and handling charges will be applied to the invoices. Shipments received in Texas are subject to sales tax. No orders can be shipped C.O.D.

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ARTWORK

Please supply camera ready artwork. Artwork may be submitted in either hard copy or electronic format. Hard copy artwork should be crisp and clean. Letterheads, business cards, photocopies and faxed copies are not considered camera ready and will not produce a quality imprint. Please provide PMS colors if specific colors are needed. Cleaning artwork, adding text to a logo, combining two pieces of artwork, color separation, etc., may be subject to artwork charges. Please contact factory for further information. Recreating artwork will be charged at \$50.00 (R) per hour. All artwork is kept on file for 3 years. Repeat setup charges will apply when applicable on re-orders.

Electronic artwork may be submitted via disk (CD-ROM, Portable Storage Devices) or E-mail. We accept both Macintosh and PC files.

Email artwork to customerservice@vpbrand.com or your sales representative.

Please observe the following guidelines:

1. Please include your company name and purchase order number on all artwork sent. Choose a file name that relates to the artwork such as the purchase order number.
2. Always send a hard copy or proof jpeg file of your art along with the purchase order so that we can compare the two and make sure your artwork is not altered in any way when opened. Fax: 979-627-0635
3. Acceptable Software:
Adobe Illustrator, Version CC or lower (Create outlines for all text). Vector EPS files, and PDF file vector formats provide superior reproduction quality allowing images to be resized with no loss of sharpness or detail. Artwork with text must be converted to outline. Adobe Photoshop, CC or lower (Save as TIFF or PSD).
4. We also accept scanned images (preferred format .TIF). We recommend scanning artwork in RGB Mode at 300dpi.
5. We accept compressed art in the ZIP or STUFF-IT format.
6. In The event that acceptable artwork is not available, we will make our art department available to assist with recreation of art.

The fee for artwork is \$50.00 (R) per hour. You will be quoted on this service and will be required to submit approval of the charges.

ACCEPTABLE ART FILES

It is best for art to be submitted in **VECTOR** formats so that the artist(s) can size the logo/graphic appropriately for various mediums of production. True vector graphics have no limits to size and quality. Vector art will be contained in files with the extensions: AI, EPS, PDF, and sometimes PSD.

**Note - Raster images can be saved with these extensions; please make sure your art is not a "placed image."*

See Figure 1.

If a **RASTER** art file is submitted, its uses are limited. The art can only be used on products smaller than the art itself. If a photo is submitted for a T-shirt print at 4" wide and 200-300dpi, the largest we can print it on the shirt is 4.25" wide, or +/- 10% of its original size. Raster images will be contained in files with the extensions: JPEG, TIFF, PNG, BMP, PSD, and sometimes PDF.

**Note - Raster images at less than 150dpi are not usable for most print production. Print ready graphics need to be at least 200dpi at print-ready size. For best results, we prefer 300dpi images sized for production.*

See Figure 2.

