

BigBark Shirts and Design Customer Contract

Payment Terms:

Due to the custom nature of all our work, we require a half down deposit of the Sales Order/Estimate price before any work is to begin. The balance (if any) will be due upon delivery of products and services.

The initial deposit is non-refundable once production has been started.

There will be a 25% charge for projects that are cancelled after production has begun in addition to any charges already incurred until the cancellation date.

We accept check, debit, credit, and cash payments. **Make checks payable to BigBark Shirts and Design**

Artwork Terms:

Custom art work provided by BigBark Shirts and Design is included for free under the terms that up to 2 weeks may be taken to complete the design. A rush design (1-3 day) can be requested but will be billed at a flat rate of \$35.00 (one time only).

All custom artwork created is the property of BigBark Shirts and Design unless the client pays for the production of the artwork as part of their service. This artwork will be the clients original piece, and will not be distributed to other clients. You can notify BigBark Shirts and Design if you wish to use the artwork without payment and specific permissions may be given at BigBark Shirts and Design's discretion.

The artwork is also used for facebook advertisement to help our customers in marketing their business.

BigBark Shirts and Design cannot be held responsible for bad (low resolution/pixilated) artwork that is approved by the client.

All projects will be allowed corrections for artwork at the sole discretion of BigBark Shirts and Design.

While every effort is made to reproduce an imprint just as the artwork, variations in ink and printing processes make it impossible for us to guarantee exact color representation and consistency.

This is also included in the different sizes, and brands of the clothing. Colors vary within brands, and sizes.

All clients must provide proof of ownership before copyrighted materials will be printed. BigBark Shirts and Design will not be responsible for (and reserves the right to collect) legal fees incurred due to copyright infringement.

Production Terms:

Production times on average range from 5-7 business days depending on the season, and quantity of order.

Production begins when BigBark Shirts and Design receives a visual confirmation that artwork is approved (Can be done by email or phone) and deposit (if any) is received.

Estimates/Sales Order prices are only good for 30 days from the date listed on the estimate/sales order for the items and services listed.

Rush Production (orders manufactured in less time than normal) may not be available and, where available, may incur a charge of 15%. All rush charges are dependent upon the product.

Unless specifically stated, imprint size and position is at the discretion of BigBark Shirts and Design.

Misc. Terms:

Payment of a deposit and/or signature of an estimate/sales order constitutes that you agree to the terms and conditions listed herein.

Business days are Monday through Friday (8:30am - 5pm), excluding observed holidays.

These terms and conditions may be updated at the sole discretion of BigBark Shirts and Design without any prior notification.

While BigBark Shirts and Design will do everything in its power to deliver an order on time, BigBark Shirts and Design will not be held responsible for acts beyond our control that delay production or shipping of your products. There are absolutely no returns on custom printed products for any reason unless damage or misprints on our part. Once order is delivered, and customer has the product in possession. We allow 3 days for return approval upon BigBark Shirts and Design's discretion. Anything exceeding 3 days will be at the fault of the customer. We try our very best to maintain a clean reputation with our customers, and we look forward to working with you!