



# GENERAL POLICY

## DEPOSITS & QUOTES

We require deposits for all new customers. We reserve the right to apply deposits to jobs over \$100.00 for any reason. Any deposit required will not exceed 60% of the total job cost. A receipt will be given for all deposits. We will not begin printing or ordering any items until a deposit has been received. The remaining total is due on pickup or delivery. Deposits may not be returned once we order materials or begin production. Written and verbal quotes are valid 30 days from original quote date.

## PROOFING

We require approved proofs before starting any job. In most cases a digital graphic proof will be emailed to an authorized person. We need approval before printing or ordering materials. For embroidery jobs we provide a physical proof which may be seen in person (preferred) or sent digitally. We will not accept returns or give refunds for any product that has been approved. This includes spelling errors, so please take the time to look over your designs carefully.

## DESIGN/ APPLICATION TIME

Design and application time is \$60.00 an hour, billed in 15 minute intervals. Design time may be applied to any job. Typically design time is charged when there is extensive set up to replicate a logo, or create something from scratch. You may be expected to pay other set up fees in addition to design time. Application time refers to the installation, prep work and cleaning required when we adhere graphics to a vehicle or on site at your location. You are expected to pay quoted design time even if you decide not to purchase products from us.

## RETURNS

Our return policy matches that of the vendor we purchased your items through. We do not accept returns on products that have been worn, washed or decorated. Please ask to see size information on all products as we will not accept returns or exchanges on items that are the wrong size. All products that you wish to return must have the tags on and be in the original packaging.

We do stand behind our work. If you receive a product from us that is incorrect or below our quality standards we will happily replace the items free of charge. Please note that we do send copies of our washing and care instructions with clothing orders and expect our patrons to follow them.

## RIGHTS & USAGE

Any designs we create are property of Skyline Designs. Even if you pay a design fee we exercise our ownership rights. You are not permitted to have our designs printed outside our facility, including at home. We do offer usage rights for a fee which is quoted on a job by job basis.

**We do not accept graphics from [customink.com](http://customink.com), [vistaprint.com](http://vistaprint.com) or similar websites.** These designs are property of the company you created them with. We cannot use any copyrighted logos without the express written permission of the owner.