



Enhanced Images, Inc  
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**Enhanced Images**

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#### TERMS AND CONDITIONS

- Acceptance of your order is not final until approved by Enhanced Images, Lawrenceville, GA.
- Only you can determine the suitability of our products for your intended usage and you must assume all risk for loss, damage or injury resulting from any use. The seller and manufacturers only warranty and liability is to replace any quantity of our product that is proven in normal use to be defective.
- Your signature and initialing of the layout and/or email proof approval signifies your approval of product size, shape, color, design, address information, telephone number, spelling, etc., as shown in the layout.
- Any claims against Enhanced Images must be reported in a timely manner and samples of product must be sent to Enhanced Images for review. All merchandise should be inspected by the customer when it is received.
- NO RETURNS WILL BE ACCEPTED WITHOUT WRITTEN OR VERBAL APPROVAL from Enhanced Images.
- Prices may be subject to change without notice.
- Accepted industry standards permit over/under runs on certain types of products.
- A restocking fee of 15% - 20% will be charged for stock products that were not custom imprinted and returned to Enhanced Images.
- Shipping/handling charges will be added to your invoice.
- NOTE: Enhanced Images is not responsible for Overnight Mail, Federal Express, or UPS Next Day shipping charges. Production schedules or lead times begin when the order is received at Enhanced Images/or in the case of custom products, upon proof approval by the customer. Mailing and shipping times are not calculated into our lead times.
- NOTE: A \$50.00 Service Fee will be charged for returned checks.
- All printing plates are the property of Enhanced Images unless otherwise specified.
- Enhanced Images is required by law to collect sales tax in the state of Georgia. Some sales may be exempt from sales tax with an appropriate exemption certificate submitted to Enhanced Images.
- Buyer expressly consents and gives permission to Enhanced Images, to use actual samples and/or representations of buyer's product(s) purchased from Enhanced Images, for marketing and/or promotional efforts initiated by Enhance Images.
- Unless specified, your order will ship ground via a carrier of our choice.
- Buyer expressly consents and gives permission to Enhanced Images, to transmit to buyer, advertising materials by telephone, facsimile, mail, internet, or other means.
- Orders will be cancelled after 60 days if usable art has not been provided by the customer. A cancellation charge of \$40 will be applied and the balance refunded.
- A cancellation charge of \$65.00 will be charged on all custom order cancellations after pre-press art has been created and a proof has been submitted to the customer. Orders cannot be cancelled after proof approval at which time the customer is responsible for the entire order charge.
- Trade Show discounts expire after 30 days with no response from the customer regarding layout instructions or art.
- Customers must respond to our proof within 30 days of submission or the order is considered cancelled and cancellation charges will apply.
- Order payments will be accepted on credit card only. Credit cards will be charged on acceptance of the order by Enhanced Images. Adjustments to the credit card charge such as art charges, order changes, over/under-runs and additional shipping/handling charges incurred will be made as a second charge/credit at the time of shipping.
- Art Policies:
  - Set-up includes up to 30 minutes of the Artist's time. We charge \$40 per half-hour or portion thereof for additional artist time. You will be informed in advance if this is necessary.
  - Logo design service is available on a quote basis.
  - Art that is determined unusable will have to be redrawn and is likely to incur additional artist time. You will be informed if this is necessary.
  - We will make up to 2 revisions on a proof and as many corrections to our errors that are necessary. Additional revisions will be charged at \$15.00 per revision.
  - Customers may purchase custom digital art files for \$40 via email, or \$45 for a CD (includes postage).