

www.BumperStickerMagnet.com
Custom Car Magnets/Decals - Terms and Conditions/Order Agreement

MATERIAL

Our magnets are produced of high quality 0.30 thick magnetic material, printed with UV protected ink, designed for outdoor/vehicle use. Decals are made of white removable Zip-Strip vinyl, made for indoor or outdoor use.

MINIMUM QUANTITY

The minimum quantity for an order is 500 pieces. An item is a magnet or decal design of a single shape, size and message. If your order includes 2 or more magnets or decals, each design must meet minimum order requirements and a separate quote/pricing.

COLOR SELECTION

Your design unless specified will be printed using the following standard imprint colors with no PMS color match charge:



For PMS color match, add \$19.00 per color. Due to variations in inks and raw materials, some matches are not possible. We will match as close as possible. Special color requirements such as metallic colors or glow-in-the-dark may be available for an additional charge. Please ask for a quote. Prices valid for standard (spot) printing, not Four-Color Process printing.

YOUR DESIGN/ARTWORK REQUIREMENTS

If art requirements are not met, art time will be billed at \$25.00 per design for one design. Additional artwork, including changes in initial design will be billed at \$40.00 per hour. If you are supplying your own artwork, following these guidelines is necessary to ensure proper print production. We support the following software for Macintosh: Adobe Illustrator, Adobe Photoshop, Quark XPress, Adobe PageMaker, Freehand. Microsoft electronic files generally are not acceptable as output for print production. We accept electronic artwork on 3.5" floppies, 100MB Zip disk, CD and e-mail (file size permitting). We do not accept TrueType or PC based fonts. For more detailed instructions please contact Customer Service.

PROOFS/SAMPLES

For customers using in-house art design services, email proofs are available once artwork is completed. Product proofs are not available. Proofs are not available prior to placing an order. Samples of similar items will be provided to customers, for the purpose of demonstrating material quality and a close range of colors. Samples of exact colors, shapes, and sizes may not be available.

PRODUCTION & DELIVERY TIME

Average delivery time is 3 weeks from design approval and deposit payment. If artwork is created in-house, an email proof of your design will be sent to you via email within 3 business days. Once artwork is approved, your order will begin processing and will ship within 7-10 business days. Delivery time varies depending on location, from 2 to 6 business days. Standard/Ground delivery is included free to all orders shipped within the US (48 states) and Canada. All other delivery locations, customer must assume full cost of shipping based on order weight/size and destination. International orders customer is responsible for any applicable duties or taxes applicable to that country of destination. ZapTel SupportStore is not responsible for any delays due to customs regulations in the country of destination.

REORDERING

You can reorder your magnet/decal within 12 months from your previous order without incurring additional design fees. Due to variations in inks, materials, and press runs, colors may not match previous orders exactly.

OVERRUNS / UNDERRUNS

Due to production limitations, your order may result in a 5% variation from the order amount, over or under. For exact quantities a 15% fee is applicable to the order total. Contact Customer Service for more information.

RUSH SERVICE

For orders requiring less than minimum standard production time, a 20% rush charge will apply. Minimum rush charge is \$40.00. Contact Customer Service for more information.

PAYMENT TERMS

A 50% deposit is required to place your order. Deposit must be received to begin processing your order. Any remaining balance is due prior to shipping your order. We will notify you within 7 days of your order completion to arrange for payment.

PAYMENT METHODS

Payments can be made by check, money order, or credit card (VISA, MasterCard, Discover, and American Express). Other payment methods such as wire transfer or Pay Pal require approval. Payment must be confirmed to be completed. Please make all checks and money orders payable to ZapTel SupportStore

COPYRIGHT

ZapTel SupportStore assumes that our customers have the rights for usage on all trademarked and copyrighted logos and designs. We will assume no liability in any action brought about as a result of a trademark or copyright infringement dispute. The purchaser agrees to assume any liability resulting from any action as a result of a trademark or copyright infringement. In some cases, additional releases may be required from the owner of the design.

CHANGES, CANCELLATION & RETURN POLICY

Your deposit is non-refundable once your order has begun production. Fees for design/artwork are non-refundable. Customized products are not returnable and non-refundable. Due to the speed of our order fulfillment, charges for changes or cancellations may apply once the order is received. ZapTel SupportStore reserves the right to decline any order.

Advisory on Use of Car Magnets: For best results apply magnet to large, flat or reasonably curved, cleaned and waxed, dry vehicle surface, with no air pockets/gaps between magnet and vehicle. Clean sign and vehicle with mild detergent weekly. Not recommended for repainted surfaces or on hoods.

*Free shipping within Continental US and Canada only.