

www.SupportStore.com
Custom 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. Magnetic material consists of a base magnetic material with either a screen printed vinyl film or an offset quality printed face material. The base magnetic material has good holding power on most metal surfaces. All screen printed magnets are suitable for indoor or outdoor use. Decals are made of white removable Zip-Strip vinyl, made for indoor or outdoor use.

MINIMUM QUANTITY

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 one of the following standard imprint colors with no PMS color match charge:



For PMS color match, add \$27.00 per color. Due to variations in inks and raw materials, some matches are not possible. We will match as close as possible. Perfect color matches are not guaranteed. Prices valid for screen (spot) printing, not Four-Color Process printing.

SCREEN PRINTING

Screen printing inks are ultraviolet (UV) light cured, pigmented colors. They are glossy and very resistant to chemicals and abrasion. All colors from the Standard Screen Printing Colors chart, with the exception of neon colors average 3 to 5 years outdoors. Neon colors will begin to fade in approximately 30 days if exposed to direct sunlight. A UV clearcoat is available as an additional color. It can be used for extra chemical or abrasion resistance or to add a glossy appearance to four-color process inks. A UV clearcoat will not provide any additional protection from sunlight. Outdoor durability of most Pantone® colors will average 3 years with the exception of the 800 series fluorescent colors.

www.SupportStore.com
Custom Magnets & Decals - Terms and Conditions/Order Agreement

YOUR DESIGN/ARTWORK REQUIREMENTS

If you are supplying your own vector artwork, and require our Guidelines and Templates please contact Customer Service.

PROOFS/SAMPLES

For customers using in-house art design services, email proofs are available within 2-3 business days from design submission. Product proofs may be available, please ask Customer Service for a quote and lead time for a pre-production sample. Samples of material or similar items can be provided 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

Production time begins after final design approval. Production time for magnets is 10-14 business days. Production time for decals is 8-10 business days. Average delivery time by standard/ground delivery within the US is 2-6 business days from shipping date. International orders will vary in delivery time. 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. Customer may request expedited shipping services and assume all costs related to the delivery.

REORDERING

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

All custom orders require pre-payment to initiate order. Customer's requesting an email proof prior to placing order must accept a billing charge of \$40.00 per hour for art time. Cost of art will be waived if order is placed.

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 can also be accepted but require Customer Service assistance. 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

Payment 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.