

Fullbore Promotional Products

General Order Information

General Information

- Orders will only proceed once signed order and deposit (if applicable) have been received.
- Standard turnaround time is ten (10) working days for Screen Printed or Embroidered items and fifteen (15) working days for Promotional Items, both after approval of final art has been received in writing or electronically. Some items may take longer.
- Rush service charges are the greater of 20% of the entire order or \$200.00 for two (2) Business Days and the greater of 10% of the entire order or \$100.00 for five (5) Business Days. Rush service applies to the production phase only, once all applicable art tasks have been approved and completed.
- Changes and / or corrections on existing orders must be submitted in writing as soon as possible.
- Original in-hands date cannot be guaranteed on active orders with change requests.
- Due to circumstances beyond our control, the consistency of shade, weave, or backing of garments cannot be guaranteed.
- Garments on repeat orders may vary from the original order, dye lots may vary.
- Orders less than \$50.00 (not to include shipping or sales tax) will be charged a Below Minimum charge of \$15.00.

Payment Terms

- New customers will need to deposit 50% of final cost per order prior to production. The remainder of the order will be C.O.D. prior to product delivery / pickup.
- We accept Visa, Discover, MasterCard, and American Express.
- Net 30 Days to open account customers with prior credit approval. Credit application is available from your Sales Rep or by calling the credit department at 727-527-1999
- Finance charges, not to exceed 1-1½% per month, will accrue on past due balances.
- All new customer orders are C.O.D. prior to product pickup/delivery.
- All payments must be made in U.S. FUNDS.
- There is a \$20.00 charge for each returned check.

Cancellations

- Order cancellation request must be received in writing prior to production.
- Standard fee for order cancellation is \$20.00 plus all completed tasks and material prior to cancellation.
- Customer is financially responsible for all non-decorated, non-returnable merchandise.
- A 15% restocking fee may apply to all non-decorated items, which are returnable to the factory.

Returns

- All claims must be submitted in writing within ten (10) days of receipt of order.

Shipping

- Normal shipping method is UPS Ground.
- Orders without clear shipping method or instructions will be shipped at the most economical method to meet the in-hands date order.
- There is a handling charge of \$2.50 per order.
- Orders requiring inside or residential delivery must be clearly noted on your order.
- Claims for damaged items must be submitted in writing within ten (10) days.
- Drop shipment addresses must be received no later than five (5) days prior to scheduled ship date.
- For split shipments, there is a \$5.00 charge per locations plus freight costs.

Artwork

- All submitted art is evaluated and must meet minimal standards per application or additional art charges may apply.
- Art may be submitted on USB Drives, FLASH Media, and CD-ROMs / faxed art cannot be accepted.
- Instructions on delivering art electronically can be found on www.fullborepromo.com/fbpweb/uploadart.htm.
- Acceptable file formats include JPEG, TIFF, AI, PSD, BMP, and EPS.
- Artwork created in Microsoft Office products is not acceptable.
- Raster-based art (PSD, JPEG, TIFF, BMP) must be submitted at 300dpi or higher and sized to 100% or greater to final desired size.
- Vector-based art (AI, EPS) must be sent in EPS or Adobe Illustrator format with all text converted to outlines.
- PhotoShop files, are recommended to be submitted with active layers and effects for greater flexibility.
- All designs created by Fullbore remain the property of Fullbore unless a prior written agreement is in place.
- Art charges for in-house production orders are \$50.00 per hour for preparation and \$60.00 per hour for conceptual with a minimum of ½ hour.
- Art charges for outside production orders are \$75.00 per hour for preparations and \$100.00 per hour for conceptual with a minimum of ½ hour.
- Customer art will be stored for a maximum period of two (2) years from date of last use by Fullbore.

- Stored art requested to be transferred to an outside provider or client via email, pick-up, or shipping, will be charged accordingly. Standard turnaround time for this service is two (2) business days.

Screened Products

- Standard ink colors will be used in matching approved image unless specific PMS colors are requested.
- PMS color matching is available at a charge of \$15.00 per color.
- Color changes within an order are available at a charge of \$10.00 per color.
- Standard art preparation charges will apply for artwork in need of spot color or process separation.
- Additional art charges may apply for artwork in need of preparation before color separations.
- All screens and films remain the property of Fullbore.
- Films will be stored for a maximum period of two (2) years from date of last use by Fullbore.
- If exact size of decoration is not indicated, the most appropriate size will be determined according to location and Garment size.
- Standard placement will be used unless specifically notified in writing. All non-standard placements will require additional charges.

Embroidered Products

- Standard digitizing fee is \$16.00 per 1000 stitches, minimum \$40.00 and standard editing fee is \$40.00 per edit.
- Additional art charges may apply for artwork in need of preparation before digitizing.
- Customer supplied digitized logo(s) must be in Tajima DST format.
- Additional charges may apply when working with special-effects embroidery or special thread colors.
- All digitizing remains the property of Fullbore unless prior written agreement is in place.
- Digitized files are stored for a maximum period of two (2) years from date of last use by Fullbore.
- For multiple placement embroidery, add 3-5 business days per location to standard turnaround time.
- If exact size of decoration is not indicated, the most appropriate size will be determined according to location.
- Standard placement will be used unless specifically notified in writing. All non-standard placements will require additional charges.
- Embroidered name drops are available at a charge of \$5.00 per individual name.
- Stock digitizing can be created beginning at \$40.00.

Promotional Products

- All customer-supplied art for promotional products is required to be in vector format. For special circumstances, please contact us.
- Additional art charges may apply for artwork in need of preparation before production.
- If exact size of decoration is not indicated, the most appropriate size will be determined according to product.
- Product art will be stored for a maximum period of two (2) years from date of last use by Fullbore.
- An allowable over/under run of 10% is industry standard and will be billed accordingly.

Trademarks

Any material or other copy submitted by you or your client for use by Fullbore in producing an order will be accepted as being submitted in full compliance with all laws regarding copyright, trademark, service mark, patent, right of privacy, or similar type of protection. By submitting such material or copy, you and your client agree that these laws will not be violated, Fullbore disclaims all liability for non-compliance with these laws.