

www.SupportStore.com
Custom Shatter 3-D Decals - Terms and Conditions/Order Agreement

MATERIAL

Each decal is made of static cling material with a shatter look. The sports ball is either an actual ball cut in half for many items (such as the golf ball) or a smaller replica of an actual ball cut in half.

MINIMUM QUANTITY

The minimum quantity for an order is 100 pieces. An item is one custom design. If your order includes 2 or more designs, each design must meet minimum order requirements and a separate quote/pricing.

LOGO SIZE REQUIREMENTS

Golf Ball	.50" diameter
Baseball	1.5" diameter
Hockey Puck, Basketball, Football	1.5" x 2" rectangle
Softball, Soccer Ball	1.75" diameter

Logo may be directly printed on the ball or applied with a decal, depending on your order size and ball type. There are no text lines available for imprint.

All logos must come to us in one of the following electronic formats:

- * EPS
- * Adobe Illustrator 9.0 or earlier.
- * Corel Draw 10.0 or earlier.
- * Rasterized Images such as: JPEG, TIFF, BMP (Must Be 300K or Greater)
- * All text and lines in vector files must be converted to curves

If you cannot provide us your logo with these requirements, you can have our art department recreate your logo:

- * COST: \$35 per hour
- * AVG. TIME: 1-5 hrs to reproduce
- * FORMAT: Vector Base (Corel Draw)

PRODUCTION & DELIVERY TIME

Average delivery time is 3 weeks from design approval and deposit payment. 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.

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 must be prepaid. We do not accept purchase orders.

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. JacobDavis Productions reserves the right to decline any order.

*Free shipping within Continental US and Canada only.