



Manufacturing Unique Custom Rhinestone Designs & Apparel™  
When you Need It Today, It's On It's Way, We Make It In The USA™

## Terms & Conditions

### General Information

**Cancellation:** All orders are considered firm when placed. If an order is cancelled, 50% will be refunded. 50% of the order total will be retained as payment for "work in progress".

**Payment Terms:** Following artwork approval/order confirmation, payment in full is required for order processing to begin. VISA/MASTERCARD/AMERICAN EXPRESS/DISCOVER, COD\* (money order/Cashiers check) are accepted forms of payment. \*COD orders require a non-refundable 50% deposit, in the form of VISA/MASTERCARD/AMERICAN EXPRESS/DISCOVER/Money Order/Cashiers Check of the total order before production will begin.

**Wholesale Accounts:** Wholesale pricing is granted to our industry related partners. To apply for wholesale pricing, go to [www.dazzlingdesignsinc.com](http://www.dazzlingdesignsinc.com), click on the wholesale link, complete and submit online application. A business license or resale certificate is required. After all required information has been submitted, you will be notified that your wholesale account has been activated. Wholesale pricing and quantity discounts are as follows:

**Transfer Quantity Discounts:**

12-24 pieces per design per color/size	100-499 pieces per design per color/size
25-99 pieces per design per color/size	500+ pieces per design per color/size

**Rhinestone Transfer Application Fees & Quantity Discounts:**

	Retail	Wholesale 12-24 Pieces*	Wholesale 25-99 Pieces*	Wholesale 100+ Pieces*
Standard Items	2.25	\$1.50	\$1.25	\$1.00
Hats (front)	2.25	\$1.50	\$1.25	\$1.00
Hats (back)	2.63	\$1.75	\$1.50	\$1.25
Jeans, Yoga Pants & Shorts	3.00	\$2.00	\$1.75	\$1.50
Specialty fabrics, garments and accessories	3.75	\$2.50	\$2.25	\$2.00

\*Indicates all pieces will have the same design applied and are the same apparel style #

Standard items include (but not limited to): Basic flat cotton garments such as blank t-shirts.

Specialty Fabrics include (but not limited to): Velour, silk, fleece, and cashmere.

Specialty Garments & Accessories include (but not limited to): Jackets, structured hats, backpacks, tote bags, headbands and purses.

**Freight & Taxes:** All prices exclude taxes. If you are doing business in WA State, you must have a current reseller's certificate on file with Dazzling Designs & Apparel Inc. If you do not have a valid WA Reseller's certificate on file sales tax will be applied to the order. All shipping/handling charges will be paid by customer and same will be reflected on invoice. All orders are subject to a handling fee of up to \$5.00 per package. Prices are subject to change without notice.

**Lead Time:** Quotes: 1-3 business days. Orders: 1-10 business days after artwork approval depending on quantities. Please call for lead time on large quantity orders.

**Returns/Claims:**

- **Hotfix transfers & Finished Apparel:** Returns will be accepted in the case of defective materials only. Claims must be received by our office not later than twenty (20) days after shipping accompanied with RMA# from our office. Shipments will be denied if not accompanied with Dazzling Designs & Apparel's RMA #. Dazzling Designs & Apparel Inc. is NOT responsible for Finished Apparel if transfers are not applied to garment by Dazzling Designs & Apparel Inc.
- **Loose components:** Requests for exchanges or returns must be made within 10 days of ship date. Only unopened product may be returned. A 20% restocking fee will be charged on all returned items. Return items must be received within 20 days of the ship date. Shipping charges will not be refunded. If you are requesting an exchange, shipping charges will be billed on the replacement order.
- **Software:** Software is not eligible for return, exchange or refund. Please call for compatibility questions before purchasing software.
- **Apparel Order Returns:** Custom/Specialty apparel orders and decorated/embellished apparel orders **cannot be returned.**

**Abandoned Merchandise:** All apparel, ordered or drop shipped to DDA, is to be used for immediate order fulfillment. Apparel not used within 60 days will be considered "Abandoned Apparel" and will become the property of Dazzling Designs & Apparel Inc.

**Indemnification:** Customer warrants that they have the legal right to use the marks, symbols, or designs depicted in the artwork and shall indemnify and hold Dazzling Designs & Apparel harmless in any infringement actions as a result of reproducing the artwork.

**Rush Orders:** Rush service is available. A 30% surcharge of the order will be billed for "rush" orders.

**Legal Notice:** *Purchase of a design(s) is a license to "use" (re-sell design or apply to garment or other object) for personal or resale use. No other permission is written or implied. Duplication, reproduction or changing of design(s) is prohibited!*

12011 NE 99<sup>th</sup> Street, Suite 1500, Vancouver WA 98682  
Phone: 360-828-1578 Fax: 360-828-1532  
[info@dazzlingdesignsinc.com](mailto:info@dazzlingdesignsinc.com)  
[www.dazzlingdesignsinc.com](http://www.dazzlingdesignsinc.com)

Terms & Conditions effective 09/01/13



Manufacturing Unique Custom Rhinestone Designs & Apparel™  
When you Need It Today, It's On It's Way, We Make It In The USA™

## Artwork Terms & Conditions

**Artwork File Types:** It is preferred that art files are sent in vector format (.EPS, .CDR, .AI and .CDL file extensions are accepted). Ensure that all fonts within your designs are converted to "curves" (Corel) or "outlines" (Adobe). If you are unable to provide artwork in the requested format, you may submit artwork as a .JPG, .PNG, or .BMP file, however, additional artwork fees may apply.

**Artwork Specifications:** It is preferred that artwork be submitted online through our [artwork submission form](#) however it may also be submitted via fax, email or US mail. Include your company name, contact person, address and phone & fax numbers so we can contact you. To achieve the ultimate effect, artwork may require revisions. Accordingly, any and all such revisions must first be approved in writing (authorized signature of customer) in order to proceed with an order.

**Artwork approval & ordering:** The 1<sup>st</sup> time a design is ordered, the order MUST be submitted on the Order Form provided by Dazzling Designs. Signature on the Order Form accepts these Terms & Conditions as outlined for the 1st order and all future re-orders of said design and is your approval of the artwork drawn. Please review all artwork carefully as returns on custom designs and finished apparel are not accepted. Re-orders for designs may be placed by phone, fax or email.

### Artwork Fees:

- **Artwork fees for Custom Rhinestone Transfers:** A one-time artwork fee will be charged for all custom rhinestone transfers and must be paid prior to receiving a mock-up and firm quote.
  - **Basic text using DDA's "Stock Fonts"** - \$10 per design
  - **Custom Fonts, logos or images:** Billed at a \$20 minimum with an hourly rate of \$50/hr. (billed in 15 minute increments) after the first 30 minutes.
  - **Estimates** – An estimate can be provided on custom rhinestone transfers for a minimal fee of \$10. We will create a "rough draft" of your design for pricing estimate purposes. A mock-up will not be provided with the estimate. When progressing from an "estimate" to a "quote" your estimate fee will be applied to your custom rhinestone artwork fee.
- **Artwork Fees for Laser Etching** – A one-time artwork set-up fee will be billed at a minimum of \$20 with an hourly rate of \$50/hr. (billed in 15 minute increments) after the first 30 minutes.
- **Artwork Fees for Embossing/Debossing** – A one-time artwork set-up fee will be billed at a minimum of \$20 with an hourly rate of \$50/hr. (billed in 15 minute increments) after the first 30 minutes.

12011 NE 99<sup>th</sup> Street, Suite 1500, Vancouver WA 98682  
Phone: 360-828-1578 Fax: 360-828-1532  
[info@dazzlingdesignsinc.com](mailto:info@dazzlingdesignsinc.com)  
[www.dazzlingdesignsinc.com](http://www.dazzlingdesignsinc.com)

Terms & Conditions effective 09/01/13