

DEPOSITS AND REFUNDS

updated: DECEMBER 29, 2016

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FIT SAMPLE DEPOSIT

Some of our products have fit and sizing samples available. If size samples are requested, a **\$400.00 deposit** is required. This deposit will be credited back to your order once they have been returned in full and in same condition they were received. If the fit samples are damaged or not returned in full, the entire \$400.00 deposit is **non-refundable**.

INITIAL DEPOSIT

A 50% initial deposit (not including shipping) is required to initiate our design and production processes. **\$200.00 of this deposit is non-refundable**. Once the deposit has been received, our designers will work with you on your custom sublimated product.

FINAL DEPOSIT

Once your order has been completed and shipping charges have been calculated, your order will be deemed complete and the remaining 50% balance will be due. Your order will not be released to the shipping carrier until this payment has been received. Time incurred waiting for the deposit to be received does not count towards our 14-day production guarantee.

REFUNDS

If, for some reason, you decide to cancel your order prior to artwork approval, your 50% deposit, less the \$200.00 non-refundable amount, will be refunded within 14 days via check to the mailing address originally provided.

If, for some reason, you decide to cancel your order *after* artwork approval BUT *before* order completion, the entire "Initial Deposit" will be non-refundable.

WARRANTY

Due to the highly custom nature of our products, our return or refund policy is seven (7) days after order delivery. Once you have received your order, please inspect it immediately for accuracy and defects and notify your company representative within 7-days of receipt to make a warranty claim for damaged or incorrect items. Upon inspection and approval of your claim, we will modify, repair or replace said items within 14-business days.

To be eligible for a return, your item must be unused, in the same condition that you received it and must show signs of a clear manufacturing defect. A manufacturing defect entails:

Mis-print of graphics, logos or nameplates not previously consented to or authorized by you at time of artwork approval.

Defective or incomplete sewing of the panels, seams and hems.

SHIPPING

To return your product, please mail your product to: 2911 W Warner Ave, Santa Ana, CA, 92704, United States.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

If your warranty claim is approved, your replacement product will be mailed, at no cost to you, to your Address On File via standard ground.

We HIGHLY RECOMMEND you inspect your order as soon as it arrives and notify us IMMEDIATELY of any defects or issues with your product by phone at:

(844) 373-9781

or by email to:

info@grasshoppergamewear.com