

Terms and Conditions

Submissions: Logo's and/or artwork can be accepted in any format ie JPG, TIFF, BMP, GIF, EPX, or even in a Word document. The files should be e-mailed as an attachment to artwork@bluespecialties.com. Upon receipt, the image(s) will be reviewed for engraving suitability. Most lettering and images can be reproduced without problem due to the precision of the laser. However, Blue Specialties will not be responsible for errors if the copy submitted is not correct, clear and distinct, or if a proof has been approved prior to production. We reserve the right to use all logos as part of our advertising unless notified by the customer in writing when the order is placed.

Indemnity: The purchaser agrees to assume liability for any patent, copyright, or trademark infringement that may arise as a result of manufacturing a product to customers specifications.

Cancellation/Change: Should the need arise to cancel an order, the customer is responsible for any and all work completed at the time of cancellation and will be charged accordingly. Submission of a copy change once production has commenced will be charged a \$15.00 change fee and the customer will be responsible for any product completed to that point.

Non-Fulfillment: Blue Specialties will take all reasonable actions to ensure on time completion of orders but will not be liable for an inability to obtain materials due to strikes, fires, acts of God, or any cause which is outside of our control.

Production Times: Paper proofs will be sent (fax or e-mail) within 3 days of receipt of artwork for approval. Once confirmation is received production will commence. Product normally ships 3-5 business days FOB Bradner, OH, from the time the confirmed order is received. If the customer requires rush shipment, please call prior to submitting the order. There will be an additional fee which will be determined on a case by case basis (order qty and time constraints) not to exceed a maximum of 20% of the total order.

Returns: No returns will be accepted without a Return Authorization (RA Number) which must be requested within 30 days of receipt. Call or e-mail sales@bluespecialties.com (please put "RA Request" in the subject line), to obtain an RA number which needs to be clearly printed on the shipping label and return the item in the original packaging prepaid to our facility.

Samples: Samples are available upon request and will be charged at the piece price for random samples or piece price plus setup fee for customer specific samples plus shipping. Samples will be sent by U.S. Mail when practical. Requests for overnight shipment of samples must be received no later than 12:00 pm EST. Requests received after 12:00pm EST will be shipped the next business day.

Fees: There is a setup fee of \$30.00 for each logo/text/image setup. Pricing is for one imprint location and an additional \$1.00 will be charged for each additional imprinting location. Shipping charges are FOB Bradner, Ohio. Terms are net 30 on approved credit or prepayment by credit card or company check.