



TERMS AND CONDITIONS OF SALE

1. For custom orders, 10% over or under the quantity ordered is considered completion of the order. Overages/underages will be charged/credited at the same unit rate.
2. Prices for custom orders are based on complete information being provided at the time of quoting. Once custom orders have been put into production, changes to the order, or cancellation of the order, may be subject to additional charges.
3. For custom orders, art approvals will be provided for the customer's approval. Fine details may not always be reproducible in custom orders. For custom printed orders, the colours will be reproduced as a "straight rip", unless other arrangements have been made.
4. Custom orders are ready at 16:00 PST on the confirmed due date, unless otherwise arranged.
5. Unless credit terms have been arranged, a minimum deposit of 50% must accompany all orders. Balance is due upon delivery or installation of the order. Textile Image Inc. reserves the right to change credit terms at any time and to request guarantees, security, or payment in advance.
6. Shortages or defective work must be reported to Textile Image Inc. within 10 days of receipt of shipment. Merchandise shall be returned only upon approval of Textile Image Inc.
7. Textile Image Inc. cannot be held responsible for delays caused by strikes, fires, accidents, material shortages, carrier delays, or other causes beyond Textile Image Inc.'s control.
8. All prices are quoted net of taxes.
9. All orders are F.O.B. Textile Image Inc. Loss or damage of goods while in transit is the responsibility of the selected carrier.
10. Digital art files prepared by Textile Image Inc. remain the property of Textile Image Inc., for the exclusive use of the customer.
11. Undeliverable orders will be held for a maximum of 30 days, then restocked or sold.
12. Local signage bylaws may apply to banners and flags. Indoor displays in public places may require treatment with fire retardant. Any permits and licenses required are the responsibility of the customer.
13. Textile Image Inc. reserves the right to photograph the customer's finished product and use the photographs for promotional purposes, unless the customer denies permission, which must be provided to Textile Image Inc. in writing.
14. Textile Image Inc. reserves the right to use testimonials offered by the customer for promotional purposes.
15. Textile Image Inc.'s Corporate Privacy Policy: We will only use or disclose customer's personal information where necessary to fulfill the purposes identified at the time of collection. We will not use or disclose customer's personal information for any purpose unless we obtain consent to do so. We do not sell customer lists or personal information.

The Flag Shop® and Echotex® are brands of Textile Image Inc.