



# CUSTOMER PROVIDED (CONTRACT) ORDERS PROTOCOL, TERMS & CONDITIONS

DSPE will not accept or count in any items without a company order to receive the goods into. Items shipped directly to our facility should have a DSPE order number tethered to the order & shipping label (unless otherwise discussed with the sales rep)

## WRONG ITEMS & COLORS RECEIVED:

Any items that do not fit within the description on the work order will be set aside & unprinted. These items will be packaged and returned to the customer with the completed printed order.

When submitting an order to DSPE, the best way to assure we received the right items, is to provide us with Manufacturer SKU number/s, exact color/s, & description of the item you wish to provide. If this is not provided, we cannot guarantee the correct items will get printed.

## IN CASE OF SHORTAGES:

Since the customer has ordered the merchandise, the customer must resolve all issues regarding shortages, size-run problems, or damaged merchandise. DSPE takes no responsibility for any shortages for any reason.

In case the shortage results in customer's full order not being able to be decorated by the time of due date:

DSPE will decorate only what we have been shipped, keeping the original due date intact, unless specifically ordered not to do so by the client in writing (only). If a customer chooses to decorate what DSPE has been shipped and the additional merchandise comes in later, there will be a new due date set and additional set-up fees and printing costs will be applied. If the customer decides to delay the order until the missing goods arrive, DSPE will hold the order for up to two weeks. If the merchandise does not arrive within those two week, the order may be canceled and would then need to be rescheduled. If this happens, the customer will be charged the set-up fees only and decorating costs will be rebated. In case of rescheduling, there will be new due dates set and new set-up and decorating charges reapplied.

## IN CASE OF OVERAGES:

DSPE will not print (or decorate in any fashion) additional garments that are not listed on the order. If customer adds garments to their order, customer must contact their DSPE representative in writing and alert DSPE of the updated numbers and sizes related to their order.

## LOST PACKAGES:

Because DSPE did not order the goods, any issues of lost packages would need to be resolved by you and your vendor.

## INDIVIDUALLY WRAPPED ITEMS:

for orders that arrive individually wrapped, there will be a \$.45 per garment charged to unbag and count in.

**By reading this document & moving forward with the ordering process, you are hereby agreeing to these terms & cannot hold DSPE responsible for any of the issues listed above & listed as a disclaimer on your order confirmation/s.**