



CLIENT LIABILITY FOR ORDERS

In approving your product order from Pendergrass Promos, Inc., you, as the client, are assuming responsibility and liability for the following:

ORDER CANCELLATIONS

- An order cannot be changed or cancelled once the client has approved it unless it is found out later that the item is out of stock.

PRODUCT DETAILS

- You are responsible for checking all order details regarding your order found on the final order estimate and/or invoice before approving.
- If you approve your order, we are not responsible for any typos you overlook or miss on your order, even if that typo was our fault. If you approved it, you are responsible for what you approved (This includes but is not limited to: products, quantity, pricing, product color(s), phone numbers, spelling, imprint color(s), PMS color matches, etc.).
- We deal with multiple orders per day and are constantly typing information into our system. Even if we made the typo when we created your order, you, as the purchaser, are responsible for proofing it for accuracy. This is why we send out the order details for you to approve before we process the order. No order will be processed before you approve it.
- All orders you approve will be processed according to the final order you approved and only according to the final order you approved, regardless of what was discussed beforehand.
- Your products are made-to-order and once made, they cannot be unmade. While we provide complete disclosure on all of our products to the best of our ability, if you have a question about quality of product, the operation and/or function of the product, packaging of the product, color of product, size of product, color of imprint, or any other applicable concerns pertaining to the order, it is your responsibility as the client to ask and to make sure you know what you're ordering before you give your final approval.



- If you are not sure about the quality, size, color, operation/function of the product, or any other applicable information regarding to the product, you may request a sample before ordering.
- You, as the client, are responsible for requesting a sample and may be responsible for paying for the sample, depending upon the specific request. Requesting a sample will also delay your order, so please make sure you have enough time to meet your in-hands date before requesting a sample. Pendergrass Promos, Inc. is not responsible for missed in-hands dates or deadlines. It is the client's responsibility to make sure he or she orders in enough time to meet their deadline.