



PENDERGRASS PROMOS
Products That Promote You
REFUND/REPRINT POLICY

Below is our refund/reprint policy that you, as the client, agree to in purchasing from Pendergrass Promos, Inc. Overall, our success rate on delivering accurate products is in the top percentage bracket of our industry and is higher than 99.5%. However, when dealing with bulk factory-made products, errors can and do sometimes occur and we want you to be aware of our promise to you as well as your responsibility to the order if it does happen.

PENDERGRASS PROMOS, INC. WILL ONLY REFUND OR REPRINT ITEMS IF:

- The product(s) you received was NOT printed according to what you approved on the final order approval and/or artwork proof approval.
- The product(s) you received are defective or damaged. The product must actually be defective or damaged. It cannot be a matter of preference or buyer's remorse. As stated in our Order Disclaimer, it is the client's responsibility to understand what they ordering before placing the order. If you are dissatisfied with the quality of the item, color of the item, packaging of the item, imprint color of the item, or any other applicable information, but the item is not defective or damaged, then no reprints or refunds will be given.
- We are notified of any misprinted, defected, or damaged items within five business days of receipt of goods. You must send us an e-mail with a picture(s) of the problem as well as an explanation of what the problem is. If you are not going to be there to receive your items during this time period, then please make sure you have someone else open the box and inspect the items within that time period. If your items are misprinted according to the final proof you approved, or are defected or damaged, but we are not notified within five business days of receipt through e-mail, then we will not be held liable or responsible for reprinting or refunding your order.
- Note: In the promotional product industry, it is industry standard to have a small percentage of allowable loss for misprinted items. For example, in a printed batch of ink pens, there may be a few that have a smudged imprint or the imprint is not completely centered, etc. In these situations, the items will be examined and refunds or reprints will be taken into consideration on a case by case basis.



PENDERGRASS PROMOS, INC. WILL NOT ACCEPT RETURNS OR GIVE REFUNDS IF:

- **You don't like the imprint size** – The imprint area size for each product is available to be known prior to printing for each item, and can be found either on our website or by asking beforehand. We will not be held responsible if you do not read the imprint area size, fail to inquire about imprint size, or fail to fully inspect the proof.
- **You are not happy with the quality/function/color/packaging/size of the product** - We encourage you to request a sample of any item that you will be purchasing, particularly if you have never ordered that exact item from us in the past. We do try to only sell quality items; however, with over 14 million items, there are many products that we have never seen ourselves in person. Since “quality” is highly subjective in this industry, we may sometimes give you our opinion about a product; but it is up to you, as the client, to make sure you know what you're ordering before making the purchase. Pendergrass Promos, Inc. is not responsible for buyer's remorse. If you have any concerns about the quality/size/color/function of an item, then you are responsible for requesting a sample before ordering to see for yourself about the product quality.
- **The imprint color(s) is different than expected** - Unless you are requesting an exact PMS color match, which is typically an additional charge, then your items will be printed with standard ink colors for that item from a particular factory where that item is produced. The product color or material can affect the imprint color. For example, printing light colors on dark colors will cause the darker product color to show through the imprint and darken the imprint color. Even if you're paying for a PMS color match, an exact color match is not guaranteed and could still be a different shade. If printing on polyester material, the client assumes responsibility for any dye migration that may occur. The client has the option to purchase a pre-production sample if there is a question about how certain imprint colors will print on any given product.
- **The product color(s) isn't what you were expecting** - Colors found in images on computer monitors cannot be trusted. If you are concerned about a product being a certain color, then you are responsible for knowing what that color is. We suggest ordering a sample if you are unsure.
- **You missed a typo on your order proof or art proof** - We send you an exact copy of the order proof and art proof to avoid this situation. We expect that you will take the time to carefully check each proof for accuracy. Even if we made a typo when creating your



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order or art proof, you are responsible for checking it for accuracy and are held liable if you approve any errors, even if they are our own.

Note: This is not an exhaustive list. Rather, these are specifics that we like to point out up front for clarity and courtesy to ensure you have a pleasant experience and proper expectation when ordering your promotional products.