



In the promotional products industry, there are several standard practices to ensure customer satisfaction, especially when it comes to the decoration and delivery of branded promotional goods. Here's a summary of the key points from Pro Biz Products standards:

Order Fulfillment and Quantity Variations

1. **Over/Under Shipment Allowance:** An order is considered fulfilled if it ships with up to 10% more or less than the requested quantity.
2. **"No Under" Situations:** If a specific number of items is essential for an event, customers should indicate this. A 10% overage might still occur.
3. **"No Overs" Situations:** If budget constraints prevent accepting extra items, customers should specify this. However, a 10% shortage might still occur.
4. **Exact Count Requirement:** Requesting an exact count may incur substantial additional charges from suppliers.

Payment and Invoicing Credit Card Payments: There is a 3% convenience fee for invoices paid by credit card.

Transaction Terms

- **Acceptance and Art Review:** Transactions and quotes are for immediate acceptance and subject to art review upon acceptance.
- **FOB Terms:** Goods are FOB (Free On Board) from the maker's factory, with title transferring at the time of shipment.
- **Delivery Schedules:** Delivery times are approximate and may be delayed due to factors beyond control.
- **Freight Charges:** Inbound and outbound freight is charged at cost, typically via UPS Ground.

Decoration and Garment Care

- **Set-Up Charges:** Initial set-up costs for decoration (art, screens, embroidery digitization) are charged with every order to set up the equipment for your design.
- **Laundering Instructions:**
 - Screen-printed garments should be washed with the decorated side in.
 - Over-dyed garments should be washed separately initially, as they may shed color.
 - 100% cotton garments are expected to shrink about 10% in the first few washings.
- **Embroidery Care:**
 - Do not pick at threads on embroidered garments.
 - Small type (under ½" in height) may not reproduce well and is not warranted.
 - Solvy, a water-soluble substance, is used on textured surfaces to keep design stitches above the fabric nap. It dissolves after the first wash.

These practices are designed to ensure quality and satisfaction while accommodating the inherent complexities of producing decorated promotional goods.