



9508 Tobrina Lane • Austin, TX 78759

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www.EcoMarketingSolutions.com

Today's Marketing & Branding Solutions for a Greener Tomorrow

Customer Service/FAQ

Ordering is fast and easy. Simply browse the selections, click on any product to receive additional details, make your selections, order directly on-line, call 512-507-4709 or fax in your order form to 866-641-6581 to place your order.

If you have questions, our friendly sales representatives will be happy to assist you. All on-line and faxed orders will be confirmed.

Quantity Discounts: Quantity discounts apply and products can be ordered in larger quantities to receive additional per-unit savings.

Customer Privacy Policy: All customer information is strictly confidential and will not be made available to outside parties or solicitors. This information will be used only by our company.

Payment and Methods of Payment: Visa, MasterCard, American Express, Discover, and company checks are gladly accepted. **To protect you from identity theft when paying by credit card, please give us:**

- The credit card number.
- The security code number on the back of your card.
- The full billing address and zip code for verification.
- The expiration date on the card.
- The name and/or company name on the card.

Make check or money order payable to: Eco Marketing Solutions. 9508 Tobrina Ln, Austin, TX 78759

IMPORTANT NOTICE ABOUT CREDIT CARD STATEMENTS: Credit card statements will reflect charges from "Eco Marketing Solutions."

Credit Terms: Credit terms are available for select accounts; call for details. P.O. number required for credit orders. Other acceptable methods of payment: company check, money order or credit card.

Shipping, Insurance & Handling: We ship to locations anywhere in the world, but merchandise cannot be shipped to a post office box. Please include a street address with your order. For orders outside the US, minimum order is \$750.00 and must be sent prepaid.

Shipping Methods: Unless otherwise requested, merchandise will be shipped UPS Ground or by an equivalent delivery method. Please call to inquire about Rush Service (additional charges may apply). Additional charges apply when shipping outside the Continental U.S. and to APO/FPO addresses. Call for details.

Shipping Charges: Shipping charges will be added to your invoice based on weight to your shipping zip code. This is typically equal to 11.5%-12.5% of the order total. Additional charges apply when shipping outside the continental U.S. and to APO/FPO addresses. Call 512-507-4709 for details. Water bottles and other items that take up significant volume need to be shipped by dimensional weights, so they ship at 14.5% freight rate. **Note:** Residential shipments will require a \$3.00 carrier surcharge.

Split Shipment: Please add \$12 for each different address on a split- or multi-location order.

Address Information: Please carefully check all addresses & zip codes given to us. Most freight companies charge between \$10 to \$25 or more for incorrect information and these charges will be passed on to you if the shipping information you provided is not correct.

Guarantees & Return Policy: Eco Marketing Solutions goes to great lengths to ensure that all orders are completed accurately and on time and are of the highest quality. Accordingly, and since all our items are customized, Eco Marketing Solutions accepts returns or issue credits or refunds if and when customers are disappointed by our merchandise for one of the following three reasons: (a) the items themselves are materially flawed; (b) the quality of the decorating (i.e., the printing or embroidery) is below a reasonable range of expectations; or (c) the design of the final product is materially different from the final design submitted by the customer. Bottom line, if we make an error, we are responsible for correcting it.

If a delivered order is damaged or unsuitable, please call us immediately upon your receipt and inspection. Shipping and handling on returns will be paid by the customer.

Production Time: Normal delivery time for product orders is 3-4 weeks. If needed, call to see if Rush Service is available on your selections. Additional charges will apply. Lead times are shown in working days after approval of proof and receipt of payment.

Prices: Prices listed are per unit and reflect quantity discounts. Other than clothing, items are priced with a one-color imprint in one location unless otherwise noted. Call to verify current prices. Clothing does not include imprint, unless marked as such. Price will depend on embroidery (stitch count), silk screen (number of colors and locations), etc. Please call for details on the specific articles of clothing. Prices are subject to change without notice.

Website Shopping Cart: Orders placed on the website do not include artwork charges and shipping charges, as well as any art charges. Prices may also vary, so we will send you an invoice for you to acknowledge before running your credit card.

Proof Charges: There is a \$15 proof charge for the first proof. If changes are made to order that are not the fault of our own, an additional charge of \$10 per proof will be assessed for each subsequent proof, as these are time consuming for the art department. Once a proof is approved, we are not responsible for any errors, misspelled words, pictures, colors, etc.

Minimums: Prices reflect an order based on the minimum quantities listed. If needed, call to find out if less than minimum quantities are available on specific items and to be informed of any additional charges.

Overruns/Underruns: In accordance with factory policies, customers may be billed for a 10% overrun or underrun on factory drop-shipped items. This ensures a quality imprint on all products shipped on items that are run on high speed equipment.

Imprints: Unless otherwise noted, prices are based on one custom design or logo in one standard color imprinted in one location. Call for information and charges on additional colors, PMS color matching or imprinting in additional locations.

Artwork Requirements & Submission: Please supply camera-ready artwork of your logo or imprint with your order. Camera-ready artwork is a high resolution (600 dpi) professionally produced laser output or a digital file. (See Digital Artwork File Requirements below.) We cannot accept faxes or photocopies. Please call if you need further information on supplying camera-ready art, or to get information on conditions and additional charges for production, re-sizing or manipulation of artwork by our internal graphics department.

Digital Artwork File Requirements: We cannot accept low-resolution logos or images from web pages! Images found on websites are usually only 72 dpi. Printing technology requires an image with a minimum resolution of 600 dpi for a clean imprint. For the best results we recommend submitting a vector eps (encapsulated post script file) created using an illustration program such as Adobe Illustrator or Macromedia Freehand. Other common high resolution (600 dpi) formats we accept include psd (Adobe Photoshop Document), eps, tiff, or jpeg. Please call 512-507-4709 if you need further information on supplying camera-ready art.

Submitting Your Digital Files: If your files are 3.0 megabytes or less, you may submit them via e-mail to: art@ecomarketingsolutions.com. Please include your name, company name, and phone number. If your files are larger than 3.0 megabytes, please call 512-507-4709 for additional electronic delivery options.

Colors and Featured Designs: Colors and imprints displayed here are approximations only. Actual colors may vary based on manufacturers and printing methods.

Cancellations: There is a \$30 charge plus any additional cost incurred to the point of cancellation. All cancellations must be made by fax and confirmed by Eco Marketing Solutions.

Personalization Set-up Charges: There is a set-up charge for imprinting items with your custom logo or personalization. Charges vary and are listed with the pricing section for each individual product.

Copyright & Usage Notice: All graphics and logos displayed on this site are service-marked or copyrighted and are protected creative properties of Eco Marketing Solutions LLC, its subsidiaries and the program sponsor. We assume that any order you send to us is in full compliance with copyright laws. All imprinted merchandise shown is for illustration only and is not available as a stock item. This does not constitute an endorsement by any company of our line.

Non-Fulfillment: We are not responsible for order shipping delays due to shortage of materials, embargo, strike, fires, shipping delays or for any other condition. We ship all items to arrive on time, but we are not responsible for any freight delays or damages. Make your claim directly with the carrier as we are not liable. All disputes for any reason are subject to arbitration only in Austin, Texas (Travis County) -- with both parties paying their share of the arbitration

cost; no different wording or terms on any purchase order will be allowed. Our total liability will be the actual cost of the items charged to our customer. We are not responsible for lost profits or any other damages. When ordering from us, you automatically agree to these terms. Any claim must be made within 15 days. Title of goods passed to buyer at F.O.B. point. All claims for recovery rests exclusively with the transportation company and the buyer.

Entire Agreement: These terms and conditions constitute the entire agreement between both parties and no amendments or changes of these terms and conditions shall be valid, even if they appear on your Purchase Order.

More Information: Information is available by calling us at 512-507-4709, by sending a fax: 866-641-6581 or by sending an e-mail to: sales@ecomarketingsolutions.com