

# Terms & Conditions

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The ordering and production process for Civvy has a number of steps. We have conveniently organized our terms and conditions of purchase in the same order as those steps so you know every detail of the final product you will receive. By placing a purchase order with Civvy, you agree to our terms and conditions.

## Quotation

Our business relationship begins with a quotation, where we provide you with pricing and product details. This quotation has a validation time of 15 days and it's not considered a purchase order.

## Sample Packages

Sample Packages are a fast and simple way for you to verify quality, measurements, and to see examples of our specialty washes and inks. Sample packages cannot be personalized with your own designs or labels. If you wish to get a personalized sample you will need to contact our customer service team. Depending on our schedule and the sample specifications we will give you a quotation and an estimated delivery time. All samples will be paid, and by no means will we offer any type of reimbursement when buying samples from us.

## Ordering

To place a purchase order you will need to send the following information by e-mail to [info@civvy.co](mailto:info@civvy.co) or to the customer service representative you have been assigned to: Quotation ID for your order, Proof of payment, Quantities, size breakdown, Artwork in the required format, Placement specifications, and Shipping address. If we do not have all of this information we cannot proceed with your order (even if it is already paid).

## Payment

We will generate all commercial invoices with our company's information which is the following:

PREMIUM KNITS LLC 12021 WILSHIRE BLVD NO. 707

LOS ANGELES,

CA. 90025-1206 USA 27-1034451

Invoices must be solicited from the beginning of any business transaction. Please double check all the information on the invoice since there will not be any modifications after the approval of your digital samples. If you need an invoice to proceed with your payment, please ask our customer service team.

We accept the following types of payment:

Bank transfer

Bank deposit

PayPal

We need you to notify someone in our team when your payment has been completed. We are not responsible for payment that has not been notified. In order to start the production process we need for you to cover at least 50% of your quotation. Please note that we will not ship anything until we have received full payment for your order. We do not give credit to any of our customers, nevertheless we work with Experian Factoring. If they approve to factor your account we can start the production process. If you are interested you need to send the following information to [april.glaze@experian.com](mailto:april.glaze@experian.com)

1) Company Name 2) Address 3) Phone number 4) Contact person.

## Digital sample

A digital sample is a pdf. file containing every specific detail of your order and a visualization. You will receive this one or two days after your order has been placed. It is crucial that you go through it meticulously before approval as it´s our guideline for production. We will need a written authorization (e-mail) before proceeding with production.

Please consider the following important notes:

- a) Customers are responsible for sending their artwork in the required format. We will verify artwork and notify customers if it cannot be used to achieve a high quality printing.
- b) Color in the digital sample may vary due to different computer screen resolutions; it is more important that you confirm the color code (when chosen from our catalog) or Pantone® number.
- c) Since fabric has a finished dull color, we use Uncoated Pantone®Solid for references.
- d) Digital samples are for confirmation, they are not intended for deciding details of your order. Therefore, when rejecting a digital sample you must specify the reasons and when they are not considered errors, new digital samples will have an extra cost.
- e) We, by no means, can start production until we have written authorization (e-mail) of the digital sample. Please note that production time starts after digital samples are authorized.

## Cancellations

All orders are final, if a cancellation is made it must be made before approving digital samples. A cancellation order may be subject to a 20% fee covering for any services already provided. No cancellations will be accepted after digital samples have been approved.

## Production process

Turnaround time is 25 working days after digital samples have been authorized. We do not consider shipping time as a part of the turnaround time, so it may take longer than 15 working days for you to receive your order. We might be able to do rush orders depending on our schedule, in which case you need to contact our customer service team. Extra cost may apply for these orders.

## Dying process

Our production process is garment dyeing. This gives us many advantages such as having unlimited colors, specialty washes, low minimums, softer feel, etc. However, this process comes with important considerations:

- a) It produces an unusual second's rate, particularly with specialty washes. For this, we produce between 5% and 20% extra garments depending on the wash, color, style, etc. If your order is small and includes many sizes, there is a chance we cannot fulfill your request exactly the way you ordered it. You will always receive the quantity you paid for, but quantities per size may vary in some cases.
- b) Our products are made of high quality fabrics, but even the best cotton in the world shrinks, that's just in its nature. Nevertheless, our garments are pre-shrunk, meaning that when you receive them you will get them with their final measurements (the measurements on our catalog are for the final product, after shrinkage). In order to achieve this, our production department does shrinkage testing on every batch of fabric before we cut and sew. Even with these tests and due to so many variables

on the dyeing process (such as water pH, environment humidity, colorant concentration, etc.) final measurements may vary up to 1 ½ inches, particularly with specialty washes.

c) All specialty washes have at least one handmade step; this means that there will be inevitable variations on wash intensity, tone, and look. This variation can happen on garments in the same production or on garments from different productions when you do a re-order (more notable).

d) Even though we rinse garments after dyeing and apply color fixer, garments with specialty washes must be washed with cold water, and separately from other garments because they tend to lose some color on the first wash. With some specialty washes, garments go through a process that can weaken the fabric creating small holes next to the seams. We have our first quality control inspection after dyeing in order to prevent that any damaged garments continue in the production line. If by chance you do get a T-shirt with holes please contact us via a customer service representative.

## Screen Printing

Screen printing is a process that takes time and dedication to ensure a top quality product. The following must be taken into consideration for each production:

a) Screen printing is a service we only provide to customers who buy our products. We do not offer this service on garments that are not ours.

b) Each design will be printed the same size for all T-shirts on that style. If you require a design to be printed in two different sizes (one for small garments and one for large garments) you must tell that to your customer service representative before quotation as we need to treat them as two different designs (including minimums).

c) Unless specified otherwise by the client, we will use water based inks or discharge inks for screen printing. If your design needs to be done using different inks we will notify you before digital sample approval.

d) When a design is printed on four-color process (CMYK) there might be variations in tone between garments and soft feel may not be achieved.

e) It is better if customers specify the exact color for each ink of their design, based on the Pantone® Solid Uncoated guide. When a customer does not specify printing colors we will print based on the digital artwork and no complaint about design colors will be accepted.

f) When printed on specialty washed garments, inks react differently so there might be a slight variation of colors between garments.

g) Screen printed designs may lose some intensity after a few washes.

h) Special inks are priced differently, if you want your design to include a special ink we need to know before the quotation takes place.

i) Placement specifications may vary up to a ½ inch from the ones on the digital sample. Once your garments are printed, the production process is almost complete but we have a second quality control point.

## Shipping

a) We use third party shipping companies (mostly FedEx) and we take no responsibility for shipping time or any complications in the delivery.

b) We use a door to door shipping service. Shipping fees are absorbed by Civvy when the purchase order contains at least three styles each of 300 pieces. For orders below that amount, the shipping fees are absorbed by the client.

c) If a customer wants express shipping, they will be responsible for all fees.

d) Garments are sent “printer’s fold” by size and packed in boxes.

e) Once we deliver packages to the shipping company, you will receive a digital tracking number. Now your garments are on their way! We are confident that you will love our products and that this will be the beginning of a strong business relationship. If you are not completely happy with our products or service, you must take into account the following conditions for complaints:

a) It is important that you revise your production as soon as you receive it, you will have three working days after the package has been delivered to file a complaint.

b) When filing a complaint you need to ask us for a complaint form. This form must be completed and pictures need to be attached (for damage complaints).

c) We have up to three working days to give you a solution. If we cannot reach a solution from the pictures attached on the form, we may need for you to send the garments back to us. The shipping cost in this case will be absorbed by the customer until a determination has been reached. If we determine that Civvy is responsible for the issue, a shipping reimbursement will be made.

d) If we determine that Civvy is responsible we will propose one of the following solutions:

- Re-do of production: In this scenario we need to receive all previously sent garments (shipping cost covered by Civvy).

- Offering a discount: In this scenario we will offer a discount for the error and you keep those garments. The discount will be applied for your next order, no reimbursement will be accepted.

- Full reimbursement: In this scenario we will need to receive all previously sent garments (shipping cost covered by Civvy) BEFORE proceeding with the reimbursement.

e) If we determine that Civvy is not responsible for the complaint, no solution shall be made