

CUTTING EDGE DOMESTIC DECORATION



EMBROIDERY



REVERSE FABRIC
APPLIQUÉ



LASER
ETCHING



WOVEN LABEL



HEAT
TRANSFER



FABRIC
APPLIQUÉ



HEAT TRANSFER
APPLIQUÉ



LIQUID METAL
APPLIQUÉ



DEBOSSING /
EMBOSSING



PEWTER
EMBLEMS



MULTI-DECORATION

THE POWER 30+ OF DECORATION TECHNIQUES AVAILABLE

QUANTITIES LAST • FERSTEN WORLDWIDE • CLEARANCE 2015 TERMS & CONDITIONS

Delivery: Order Before 3p.m (EST), ship same day. / Order After 3p.m (EST), ship next day.

Terms: All orders are to be purchased by credit card until credit terms are established. Company cheques accepted after credit approval for net 30 days. VISA and MASTERCARD are accepted (subject to receipt of a signed authorization). All prices subject to change without notice. Shipment of orders is subject to credit approval. Orders will not be processed for any account of 60 days past due. Any account 90 days past due will be placed for collection.

Product Inventory Guarantee: Fersten Worldwide guarantees complete inventory availability of all styles, colors and sizes offered in our FW catalog*. If we do not have what you ordered "in stock" and you do not want to substitute for a comparable product, you will receive a 5% DISCOUNT on the product which is not immediately available. *Inventory guarantees valid up to catalog quantities of 1,000 units per color ordered. All orders MUST be received in writing. Not applicable for clearance sale items.

Product Delivery Guarantee: Fersten Worldwide guarantees to ship your order on time, every time or you will receive a 5% DISCOUNT on your order.**

**Delivery guarantee is valid for customers who are in good credit standing with Fersten Worldwide at the time of shipping.

Taxes: All applicable taxes are extra.

Domestic Shipping: Orders above 144 pcs are FOB Montreal, QC or Toronto, ON or Champlain, NY

Packing

Caps: 1 dozen per poly bag, 2 dozen per inner box, 12 dozen per case / Straws: 8 pieces per box / Polos: 48 pieces per case (1 piece per polybag when decorated by FW) / Visors: 48 pieces per box / T-Shirts: 72 pieces per case (1 piece per polybag when decorated by FW) / Outerwear: 12 pieces per case

Custom Orders: Please contact our Customer Service Department for an official quote on product cost and delivery for Custom and Private Label orders (minimum: 432 pcs for domestic orders and/or 432 pcs for overseas orders as part of the 432FW Custom Overseas Program) subject to a 5% +/- production allowance. A 50% deposit is required in advance to process custom orders.

Colorshades / Colorfast: We make every effort to maintain the consistency of our colorshades. However, from dye lot to dye lot, reasonable color variances can be expected. The colorshades of washed, distressed and brushed fabrics may vary even within the same dye lot. Colorshade differences may also be expected when comparing the actual products to catalog photos. While our products are colorfast to both fresh water and sunlight, dyes are not completely colorfast to salt water, chlorinated water, acid rain, etc. Moreover, dyes will eventually fade when continuously exposed to the sun.

Pewter: We guarantee that any pewter emblem we affix to FW products will remain affixed under normal wearing conditions. Normal wear does not include washing headwear in dishwashers.

Pre-production Samples: Once a pre-production sample has been approved, the invoiced customer is responsible for all costs associated with the fulfilment of the order. If an order is cancelled after production has begun, no discounts will apply and the product must be paid in full.

Return Policy: Returns will not be accepted unless accompanied by our Return Authorization Number. There is a 20% restocking fee on all blank product approved for return. All returns must be made within 10 days after receipt of merchandise with our authorization. Any merchandise which is decorated (ie: printed, crested, transferred, embroidered or imprinted) is not acceptable for return.

Third Party Shipments: Third party shipping is available upon request. It is the absolute responsibility of the invoiced customer to verify the quality and accuracy of the order prior to any altering by the consignee (screen printer, embroiderer, etc.) No merchandise may be returned if you instruct us to ship to a third party. Any merchandise which is decorated (ie: printed, crested, transferred, embroidered or imprinted, etc.) is not acceptable for return.

Copyrights and Trademarks: Fersten Worldwide Inc. requires all customers to have obtained expressed authorization to use or reproduce any copyright or trademark design.

Right to Promote: We reserve the right to use all decorated products in our catalogs, flyers, advertising & display and on our web site unless otherwise specified in writing at time of order.

Licensed Logos: All decorated orders (i.e. Embroidery, Pewter, Laser Etching, Appliqué, Embossing, Rubber, Liquid Metal, High Frequency, Sublimation, Printing, etc.) using licensed logos become the sole responsibility of the invoiced customer, specifically pertaining to all royalties, guarantees, contracts, design approvals and legal procedures.

**By ordering products and/or services from Fersten Worldwide the invoiced customer hereby agrees to all terms and conditions from Fersten Worldwide.

Effective August 1, 2014
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