

ZAGE APPAREL

Policy and Procedures

Updated 09.09.2020

CUSTOM DESIGN AND CLOTHING

Zage Apparels Policy and Procedures in regard to all Custom Apparel, College Apparel and Greek Apparel. Custom Apparel includes but is not limited to Greek Orders, including line jackets and bomber jackets (bulk and one-offs), Personal Apparel (bulk and one-offs), College Apparel Orders (bulk and one-offs), and Nalia Packs. Zage Apparel's College Apparel line includes Bennett College and Greek Apparel line Includes AKA.



CUSTOM ORDERS

Work Hours, Production, and Turnaround Time

- Zage Apparel operates Monday – Friday from 10:00am -3:00pm. Emails and Zage Apparel correspondence will be sent during regular business work hours unless circumstances do not allow, or correspondence is urgent. Eblasts and Newsletters will be scheduled for peak hours of activity throughout the day.
- Emails will be reviewed in the order they were received and with 48 hours of being sent.
- Zage Apparel turnaround times vary depending on size of order. Turnaround time for custom heat press and embroidery/twill garments are listed below:

Heat Press* (1-11 garments):

Processing Time: up to 5 business days after survey submission

Project Completion: up to 14 business days after final written approval by customer

Shipping Time: USPS Priority Mail / Delivery or FedEx Ground, tracking numbers will be provided for ALL orders (varies per order)

Heat Press* (12+ garments):

Processing Time: up to 5 business days after survey submission

Project Completion: up to 6 business weeks (depending on size of order) after final written approval by customer

Shipping Time: USPS Priority Mail / Delivery or FedEx Ground, tracking numbers will be provided for ALL orders (varies per order)

Embroidery & Twill Lettering* (any quantity):

Processing Time: up to 5 business days after survey submission

Project Completion: up to 6 business weeks after final written approval by customer

Shipping Time: USPS Priority Mail / Delivery or FedEx Ground, tracking numbers will be provided for ALL orders (varies per order)

General Information

- Discounts will be applied to significantly large or bulk orders of custom apparel.
- If a customer decides to use delivery option, they will be required to pay the delivery fee in place of shipping fee. To ensure the safety of our workers delivery to houses will not be accepted, places of work/business only.
- All custom designed orders will incur a \$25 Start Up Fee per design.
- Reorders will receive a 60% off Start Up Fee.
- Rush orders will be accepted based on the discretion of Zage Apparel employee. Rush orders will incur an additional fee.
- All designs remain the property of Zage Apparel and should not be replicated or duplicated unless otherwise stated in your invoice
- All custom apparel requires a final written approval of mockups* and full payment prior to project production. Mockups are digital visuals and colors may vary or differ in actual product.
- Mock-ups (Digital Visuals) will be sent to customers upon complete payment of order, or with a \$15 Mock-up Fee (per design) that goes toward final purchase.

*All custom apparel can inquire additional project completion days based on design, submission of payment or final written approval.

Payment Policies

- All custom apparel requires a final written approval of mockups and full payment prior to project production.
- Payments can be sent via Cash App @AariellaK or Venmo @AariellaK for small orders
- Credit Card Authorization forms are available to customers who cannot use payment Apps.
- Paper Checks can also be submitted for large orders (please contact AariellaK@zageapparel.com for any information needed).
- With submission of payment customer has read and agrees to The Policy and Procedures of Zage Apparel

Late Payment Policies

Please ask a Zage Apparel employee about your project order size.

ALL ORDERS

- Project total will be indicated on official Zage Apparel invoice. Due date for each project will also be indicated on the invoice.
- Failure to **pay invoice in full for any custom orders** by the due date will result in a *“pause of project completion”* your project will resume completion after invoice is paid in full. No late fees will apply to small orders.

Return / Refund Policy

- Custom Apparel orders cannot be refunded or returned after final payment.
- By accepting all custom-made apparel buyers agree to any outstanding balances. Zage Apparel will not be accountable for any garments after payment and delivery.

COLLEGE, GREEK AND OTHER APPAREL

Work Hours, Production, and Turnaround Time

- Zage Apparel operates Monday – Friday from 10:00am -3:00pm. Emails and Zage Apparel correspondence will be sent during regular business work hours unless circumstances do not allow, or correspondence is urgent. Eblasts and Newsletters will be scheduled for peak hours of activity throughout the day.
- Emails will be reviewed in the order they were received and with 48 hours of being sent.
- College, Greek and other apparel items will be processed within 5 days of placing order and is not included in the 2-14 business days indicated at checkout. (All apparel is made to order and not kept “in-house,” processing time allows for order materials to arrive at facilities)
- College, Greek and other apparel items will be created, packaged and a tracking number will be provided within 2-14 business days after order is processed.
- Shipping time will be estimated via USPS tracking number and is not included in the 2-14 business days indicated at checkout.
- All shipments are sent out on Wednesday’s and Saturday’s.
- If an item is backorder, out-of-stock or running late you will be notified via email.

General Information

- Rush orders will be accepted based on the discretion of Zage Apparel employee. Rush orders will incur an additional fee. More information can be found by emailing aariellak@zageapparel.com.

Payment Policies

- Payments can be made via WIX Payments or Point of Sale.

Return / Refund Policy

- College and Greek Apparel cannot be refunded or returned after final payment, unless other wise discussed with a Zage Apparel employee. Exchanges for different size, style (of equal value) will be permitted as inventory allows.

ZAGE APPAREL HAS A STRICT KINDNESS POLICY.

Please conduct all emails, questions, calls and requests with kindness and patience. We will do our absolutely best to make your pieces perfect and get them to you in a timely fashion. We are a small growing business that appreciates you, your support and your purchase but we will NOT tolerate anything less than positivity.