



# GENERAL INFORMATION

## PRICES/SPECIFICATIONS

All product features, specifications and prices are subject to change without notice.

## BILLING TERMS

NET 30 days for established accounts. All orders will be shipped subject to credit approval. Dealers on Pre-payment status and new customers without established credit must provide a certified check or money order, or pre-pay via credit card (Visa, MasterCard, American Express and Discover accepted.) \$35 service charge assessed for all returned checks. Past Due invoices will be assessed an interest charge of 2%/month, 24% annual rate.

## CODS

Accounts without established credit line with GAME or who do not use a Credit Card as payment will be shipped on a COD cash or money order basis. A credit agreement must be filled out prior to using company check as payment. No personal checks will be accepted. Orders shipped COD cannot be drop-shipped.

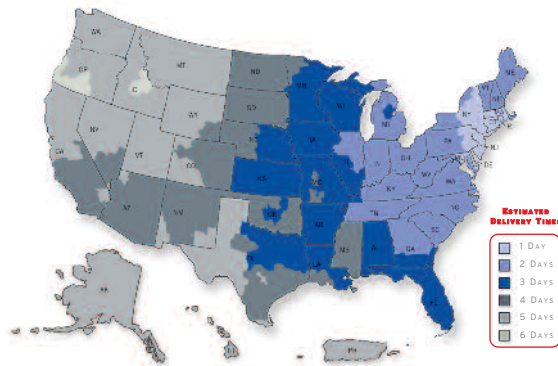
## SHIPPING & DELIVERY

FOB NY Factory, via UPS ground anywhere in the continental USA, unless otherwise specified. Next-Day, 2nd-Day, 3rd-Day shipping services are available. Shipments via UPS over 200 lbs. will be calculated on a Hundredweight table for vastly reduced shipping costs. In-stock (non-decorated) items – typically ship same day if order is received by 3:00 pm ET, pending factory acceptance and stock availability. Custom Order and/or decorated items – Call Customer Service for delivery schedule.

All shipping charges include a handling fee.

## SHIPPING INFORMATION

The coded map shown below denotes approximate shipping time from our warehouse.



## HOURS OF OPERATION

Monday – Friday: 8:00am – 5:00pm ET

## WE ACCEPT:



## RETURN & CANCELLATION POLICY

Return claims must be made within 10 days of receipt of merchandise. All items must be inspected before decorating. Returns will not be accepted without a Return Authorization Number (RA#) clearly marked on the box of merchandise being returned. Contact Customer service for a return authorization number. All returns are subject to a 20% restocking fee, \$.50 bag replacement fee plus freight and COD charges (if applicable). Orders shipped cannot be cancelled. Returns will not be accepted after 30 days of issuance of the RA#. Reimbursement for returned merchandise will be issued in the same form of payment or credit at GAME's discretion, in addition credit may be applied to any outstanding A/R and will not be issued to delinquent accounts. Health Department regulations stipulate that all merchandise returned for repair or credit must be cleaned or washed if it has been worn. A \$25.00 surcharge per garment will be assessed should GAME have to have garment cleaned.

Custom Orders, decorated goods, closeout merchandise, and sample orders cannot be returned.

## CUSTOM ORDERS

All custom orders must be confirmed. Once confirmed, custom orders cannot be cancelled or returned. A minimum deposit of 50% may be required when placing custom orders. RUSH orders will be accepted only when production time allows and are subject to a rush fee. For custom order questions regarding order placement, pricing, delivery or quantities please contact customer service.

## EMBELLISHMENT ORDERS

All embellishment orders must have written approval before processing. A minimum deposit of 50% MAY be required on embellishment orders.

## COLOR

Colors will vary from dye lot to dye lot; GAME makes every effort to match within an order whenever possible but makes no guarantee of an exact match.

## SIZING

Follow sizing charts on p7, or contact customer service for sizing samples.

## QUALITY OF WORKMANSHIP/LIMITED GUARANTEE

GAME Sportswear, LTD. guarantees its products to be free from manufacturing defects for up to one year from date of purchase, provided care instructions are followed.

To the best of our ability, GAME strives to ensure that written product descriptions, sizes, costs, and photography contained in our catalog and pricelist are as accurate as possible. Due to the nature of the photographic and printing processes, colors of garments vs. actual product may vary.

The decorated garments displayed do not imply endorsement of the schools, companies, or organizations represented, and samples of such garments cannot be sold. Samples are only available blank or with generic logos.



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