

# HINCAPIE SPORTSWEAR CUSTOM CONTRACT 2011

Valid September 1, 2010 through August 31, 2011

Thank you for considering Hincapie Sportswear, Inc. as the provider for your custom cycling clothing. Please read the information below for a better knowledge of our custom program and policies.

## **Setup:**

To begin artwork we will require a non-refundable \$100 setup fee. This can be paid by credit card or check and we will send artwork to one of our artists as soon as we receive the payment. Please contact our office at 864.400.3040 to speak with one of our customer service representatives to get set up in our system and get your setup fee paid.

## **Art Proofs:**

We have a full service graphic design department that can create a design for your team (you may already have your own artist – regardless, art must be checked over by our art department). Please e-mail any desired colors, designs and logos to your Hincapie Customer service representative and include your team name as the subject. All logos and artwork are required to be submitted in vector format. If you cannot get your logos in this format, our department can convert a high-res JPEG or TIFF file (logos pulled from the internet are not acceptable), but please be aware that there is a \$12 conversion fee per logo. Once you have submitted your artwork or design requests and have paid your \$100 setup fee, your art will be sent to one of our artists who will create an art proof and e-mail it to you/the contact for your team within one week. If you have submitted files that are ready to go, your art will be checked over and the artist will send back confirmed proofs. You will then work back and forth directly with your artist until your artwork is finalized. An e-mailed or signed confirmation of approval is required to move forward with the order. We include up to 4 hours of free artwork – after that it is billed at \$50 an hour. NOTE: it is your responsibility to request a proof for each item you plan to order. If your order is submitted and there are items that do not have an art proof, you will be referred back to your artist so that the missing proofs can be created and approved. Please ask for all proofs up front to avoid delays as the order cannot be processed until ALL art proofs are approved.

## **Production Proofs:**

You will receive two different types of art proofs (by e-mail) for approval during the order process. The first is considered a mock up proof. This is the proof you will approve with your artist at the very beginning of the process – it is an image of what the finished garment will look like, and is the easiest way to determine design and logo placement for your kits. Once the mockups are approved, your order can be processed. The second proof is the “production proof,” also considered the contract proof. You will receive this approximately 4-5 weeks after your order is placed. The production proof contains the individual pieces of the garments (sleeves, side panels, front panels, etc) laid out exactly the way it will be printed. Approving this proof is the final step before your order begins printing. This “cut art proof” is the final chance for you to look over everything and be sure it will look exactly the way you are expecting it to. Be sure to zoom in on the file to check spelling, logo placement, etc. Hincapie Sportswear is not liable for any printing mistakes after the production proof is approved.

## **Sizing:**

Fit kits are available to order so that you can get your hands on the product to determine sizing and quality. Plan a sizing party for your team or club, and then go to our website to find our fit kit request form at [www.hincapie.com/products/custom/downloads](http://www.hincapie.com/products/custom/downloads). Please mark the boxes for all items you would like to receive. Full size runs are not available for all items. Once the form is filled out, please e-mail to your Hincapie customer service rep. Orders will be processed within 2 days of receipt. Please note that during peak season (October through March), there may be a wait for fit kits as we receive a lot of requests during this time. The credit card provided on the form will not be charged unless the samples are not returned within the 14 day period, returned in incorrect bags or the samples have been ridden. If the samples are returned in this condition, your credit card will be charged a 15% restocking fee plus a 3% credit card fee, plus billed in full for any items that are missing or damaged beyond repair. If samples are not returned within the allotted time frame your card will be billed in full for the entire invoice amount. If the samples are returned after the card has been charged, your card will be refunded in full less a 15% restocking fee and a 6% credit card fee. Hincapie Sportswear will pay the UPS Ground shipping charges to send the kit to you, and you are responsible for shipping the kit back to us (45 Pete Hollis Blvd. Greenville, SC 29601). We suggest using a method that provides a tracking number as Hincapie Sportswear is not responsible for returned kits that are lost in transit. If you desire expedited shipping charges, the credit card provided will be charged for the shipping charges only.

You can also find a sizing chart available on our website at [www.hincapie.com/products/custom/sizing](http://www.hincapie.com/products/custom/sizing). We strongly recommend using a fit kit, but this should give you a good idea of what size to order. Be SURE to check that you are looking at sizing for the correct style; if you are ordering a club cut jersey you will need a different size than you would if you ordered a race fit.

## **Ordering:**

You will find our order form and price list on our website at [www.hincapie.com/products/custom/downloads](http://www.hincapie.com/products/custom/downloads). You can download these documents and fill out the order form when you're ready. Feel free to call our office if you need help determining the price for each item. Once the order form is complete, e-mail it to your Hincapie customer service rep. Please remember to fill out all billing and shipping information on the form. The form calculates your order total less a UPS Ground Shipping charge, and the \$100 setup fee has already been paid up front.. If you are requesting a rush delivery you will be charged for expedited shipping. A shipping quote should be available once your order has been entered into our system.

When filling out the order form, be sure to put your quantities next to the correct items. Be sure you are correctly ordering race cut jerseys or club cut jerseys. Also be sure to order the correct style of shorts. The Classic and Tempo styles are completely determined by the artwork. Your artist can tell you which style of shorts you should order based on your proofs.

## **Minimums:**

We have a 10 piece minimum per style item (for example, 10 Short Sleeve Race Cut Jerseys, 10 Short Sleeve Veloz Jerseys, etc). You can combine men's and women's items of the same style to meet the minimum.

The only items that are the exception to the 10 piece minimum are as follows:

Cycling Caps: 50 piece minimum

Baseball Caps: 288 piece minimum per style

Socks: 120 pair minimum per style

Musette Bags: 50 piece minimum

## **Deposit/Final Payment:**

We require a 50% deposit to get your order started, and final payment is required before order is shipped. You will be contacted when order is approximately 2 weeks out from shipping for final payment. We accept checks, ACH, Visa, MasterCard, or American Express.

\*\*There is a 3% credit card fee added to all credit card charges for orders over \$2,500.00. ACH payments may be subject to additional fees.

**Pricing:**

All pricing quoted for the 2010 season is good through August 31, 2010. Any reorders placed throughout the season may retain the same pricing on the original order, provided there are no art changes.

Like items may be combined for pricing (order minimums still apply). For example, if you order 15 short sleeve race cut jerseys and 10 long sleeve jerseys, you will receive the 25 piece price break for both items. Like items are items within each category found on the price list and order form.

**Event Dates:**

Hincapie Sportswear will do its best to meet your team's event but you must notify us at initial contact of your event date. With that knowledge we can better judge if meeting the event is feasible and monitor your order throughout production to try and get it to you in time for your event. We accept rush orders only if production schedules allow as we will not compromise delivery for other teams to meet your event date.

**Timelines:**

Turnaround time depends on size of order, complexity of design and time of year. Rules of thumb (not always the case – sometimes shorter/longer depending on items listed above):

September – October: 8–10 weeks

November – April: 10–14 weeks

May – August: 6–8 weeks

**Warranty and Replacement Policies:**

If there are any issues with misprints, missing items, warranty items or sizing discrepancies please contact us. Hincapie Sportswear will remake misprinted items only if the clothing does not match the approved cut art proof. If there are items missing from the order we will have them remade in a timely manner. All teams are responsible for using a fit kit to determine correct sizes to order. If clothing does not fit because the team did not order a fit kit to determine the correct size, it is not Hincapie Sportswear's responsibility to remake clothing.

If an item is defective, please contact our office at [info@hincapiesports.com](mailto:info@hincapiesports.com) or 866.359.4796. You will need to provide the team name, defective issue, exact size and style of garment and the sales invoice number. You will receive a Return Authorization number and a Return Authorization form. The garment should be sent back with the completed form. Be sure to reference the RA# on the outside of the box. When we receive the item it will be reviewed and if it is determined that the damage was caused by a manufacturing defect and not an outside source, we will repair the item at no charge. We send all warranty items back to our factory to be repaired. This process can take up to 8 weeks before the item is returned to you. If you have had the item for over 3 months you will be charged for any repairs.

Please let us know of any questions you may have by contacting your Hincapie customer service rep. Thank you!

By signing below I acknowledge that I have read this contract and agree to abide by all rules and policies outlined above. I understand that this does not lock me into an order with Hincapie Sportswear and I may decide to cancel at any time. If the order is cancelled after submission, setup fee and 50% deposit are non-refundable.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_