

1. With custom printed orders, 10% over or under of quantity ordered is considered completion of order. Overages/underages will be charged/credited at the same unit rate.
2. Confirmation of prices quoted is contingent upon production department's acceptance of original artwork.
3. Quotations, unless otherwise stated, are for immediate acceptance and subject to change at any time before acceptance of the order. Quotations based on incomplete information are subject to change.
4. Product is ready for 4:00 PM of delivery date, unless otherwise arranged.
5. All prices are quoted net of taxes.
6. Unless credit terms have been arranged, a deposit of 50% must accompany all custom or special orders, with balance due upon delivery of order or prior to installation.
7. The Flag Shop reserves the right to change credit terms at any time and to request guarantees, security or payment in advance.
8. Normal delivery for stock goods is one week; three to four weeks for custom goods. If an art approval is required, normal delivery time is two weeks from signed approval. Rush orders can usually be accommodated but may be subject to rush charges.
9. Confirmation of prices quoted is contingent upon production department's acceptance of original artwork. Extra art time is billed at an hourly rate with client's approval.
10. Once custom work has begun, any changes to the order are charged as a separate order.
11. Fine details may not be reproducible in custom sewn orders. Customer's approval will be sought before commencement of the order where changes are necessary.
12. Printed orders are quoted on a continuous run basis. Partial runs are subject to an increase in unit price.
13. Shortages or defective work must be reported to The Flag Shop within 10 days of receipt of shipment. Merchandise shall be returned only on approval of The Flag Shop.
14. Cancellation of order must be on terms that indemnify The Flag Shop against loss. There may be a processing charge for cancelled orders.
15. The Flag Shop cannot be held responsible for delays caused by strikes, fires, accidents, material shortages, carrier delays, or other causes beyond International Flag & Banner's control.
16. Artwork, films, tracing and screens remain in the possession of The Flag Shop for the exclusive use of the customer.
17. All orders are F.O.B. The Flag Shop. Loss or damage of goods while in transit is the responsibility of the selected carrier.
18. Undeliverable orders will be held for a maximum of 30 days, then restocked or sold.
19. Local signage bylaws may apply to banners and flags. Display in indoors-public places may require treatment with fire retardant. Any permits and licenses required are the responsibility of the purchaser.
20. The Flag Shop reserves the right to photograph the client's finished product and use the photographs for promotional purposes, save and unless the client denies permission by notifying us in writing.
21. The Flag Shop reserves the right to use testimonials offered by the client for promotional purposes.
22. The Flag Shop's Corporate Privacy Policy: We will only use or disclose client's personal information where necessary to fulfill the purposes identified at the time of collection. We will not use or disclose client's personal information for any purpose unless we obtain consent to do so. We do not sell client lists or personal information.