

# GRAND IMAGE TERMS & CONDITIONS

**QUOTE TERMS:** All quotes on pricing and timelines for completion for Grand Image artwork are applicable for 90 days. Please confirm pricing if placing an order after 90 days from quote.

**DEPOSITS AND PAYMENT TERMS:** This quote does not represent a guarantee of terms and credit. All orders require prepayment in full unless other payment terms are approved in advance. Please contact your account manager to apply for terms. All commissions and custom artwork orders require a minimum 50% non-refundable deposit to initiate the order. Payment must be made in U.S. Dollars. Payment due dates of all approved terms are computed from shipment/invoice date. Sender must pay for all costs of wire transfers of funds, and for any costs of currency conversion. We accept VISA, MasterCard, and American Express. There is a \$5,000 credit card charge limit per order. A \$35 service charge will be levied on any account for a returned check.

**LEAD TIME:** The lead time quoted is standard. We may be able to complete your order sooner based on our production queue at the time of order. Please advise your account manager if you are unable to receive the order sooner than the lead time indicated. Rush fees may apply if a rush turnaround time is requested by the customer.

**DESIGN FEES:** Design time fees are charged by the hour. Grand Image requires physical / universal color references for all color comparison or manipulations. All crops and digital manipulations must be approved by the customer or designated party before Grand Image will proceed with production of the custom product. Design time beyond the original scope as defined in this quote will be charged as a change order.

**USAGE:** Grand Image products are for wall décor use and may not be altered without written permission. Grand Image prohibits any posting of Grand Image imagery on websites without prior approval or written permission. Please contact your account manager for permission to post imagery online or to use our images for marketing purposes. All artwork/imagery published by Grand Image is copyrighted by the artist and Grand Image, Ltd. Purchasing a piece of artwork does not give the buyer any rights to reproduce that imagery.

**WARRANTY:** Grand Image policy warranties against manufacturer defects only. Manufacturer defects do not include damage due to climate, mishandling in storage and improper installation. Grand Image requires notice of any freight damage or discrepancy with product or invoice within 3 business days of receipt of product.

**RETURN POLICY:** Grand Image extends account credit on acceptable returns. Grand Image does not issue refunds. No return of stock/inventoried artwork will be accepted as a return if artwork has been trimmed, stretched, framed or altered in any way unless prior approval has been granted by the account manager. Shipping charges are non-refundable. Deposits are non-refundable. All qualified or approved returns must be shipped or returned to Grand Image in the same or similar packaging used by Grand Image. Grand Image does not accept returned artwork damaged by improper packaging.

**GRAND IMAGE**

A LARRY WINN CO.

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Signature of Company Representative

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Date

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Print

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Name Print Company Name

**PLEASE COMPLETE THIS FORM AND FAX IT TO: GRAND IMAGE, LTD. ATTN: CUSTOMER SERVICE, 206.624.0888**  
**OR MAIL IT TO: GRAND IMAGE, LTD. ATTN: CUSTOMER SERVICE, PO BOX 80507, SEATTLE, WA 98108**  
**PLEASE MAIL ALL CHECKS & DEPOSITS TO: GRAND IMAGE, LTD. PO BOX 80507, SEATTLE, WA 98108**  
**PHYSICAL ADDRESS FOR SHIPPING CARRIERS: GRAND IMAGE, LTD. 4730 OHIO AVE S, SEATTLE, WA 98134 206.624.0444**  
Terms of grand Image Cred Contract / Terms & Conditions are subject to change without notice. 3/24/16

**GRAND IMAGE**

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