

# OFFICE EXPRESS (OEX) – TERMS & CONDITIONS

These Terms & Conditions govern all sales unless otherwise agreed in writing.

## ORDER TERMS

- **Proof Approval:** Customers must review and approve all proofs (artwork, colors, sizes, imprint locations, and quantities) prior to production. OEX is not responsible for errors approved by the customer.
- **Color Variations:** Reasonable variations in color, material, and imprinting are standard in the industry and not grounds for return or credit.
- **Quote Validity:** Prices are valid for 30 days unless otherwise noted. Sales tax is added at billing.
- **Payment:** A 50% deposit may be required to initiate production. Balance due within 10 days of invoice (Net 10), unless otherwise agreed in writing.
- **Credit Cards:** 2.5% fee applies to credit card payments over \$2500 or for overdue balances.
- **Late Payments:** 2.5% interest per month will apply to overdue balances, plus collection/legal fees.
- **No Cancellations/Returns:** Once approved, orders are final, non-cancellable, and non-returnable.

## CUSTOMER RESPONSIBILITIES

- **Proof Approval & Artwork:** Provide timely proof approval, shipping/delivery details, and any required logos or artwork in usable formats.
- **Damage Claims:** Claims for visible damage must be reported upon delivery. Claims for concealed damage must be reported within 48 hours of receipt, unless otherwise required by the carrier or manufacturer.

## DELIVERY

- **Production Lead Times:** Standard production times vary by product and begin after final proof approval and payment. Rush orders may incur additional fees.
- **Delays:** OEX is not responsible for delays due to carriers, customs, or other factors outside its control.
- **Split Shipments/Multiple Locations:** Additional charges may apply for split deliveries or multiple destinations.

## WARRANTY

- All warranties are limited to those provided by the product manufacturer. OEX does not warrant imprint durability beyond standard manufacturer coverage.

## LEGAL

- **Force Majeure:** OEX is not liable for delays or failures caused by factors beyond its control (e.g., weather, strikes, vendor issues, shipping disruptions).
- **Limitations:** OEX's liability is limited to the value of the order. OEX is not responsible for consequential or incidental damages.
- **Disputes:** Will be resolved first through good faith negotiation, then mediation or arbitration if necessary. Costs shared equally unless otherwise agreed.
- **Governing Law:** Michigan law applies. Venue is Oakland County, MI.