

Sonic Promos Terms of Service *Effective Date: 7.1.25*

Welcome to Sonic Promos!

These Terms of Service ("Terms") govern your access to and use of our services, website, and products provided by Sonic Enterprises LLC DBA Sonic Promos ("Sonic Promos", "we", "us", or "our"). By engaging with our services or placing an order, you ("Client", "you", or "your") agree to be bound by these Terms. If you do not agree, please do not use our services.

1. Scope of Services

Sonic Promos offers branded merchandise solutions, promotional marketing strategy, fulfillment services, and event support. We collaborate with clients to deliver tailored products and campaigns that align with their brand and goals.

2. Orders and Approvals

- Quote Acceptance : All quotes are valid for 10 days unless otherwise noted. Orders must be confirmed in writing (email suffices) before production begins.
- Proofs : Final design proofs will be provided for approval. We are not liable for errors approved by the client.
- Changes : Any requested changes post-approval may incur additional costs and delay timelines.

3. Pricing and Payment

- Payment Terms : Unless otherwise stated, payment is due upon receipt of invoice. Custom orders may require a deposit or full prepayment.
- Late Fees : Invoices past due by 30+ days may incur a late fee of 2% service charge per month (24% per annum) plus collections costs up to 33 1/3 % (if necessary) on overdue accounts. All claims for shortages or damaged goods must be made in writing within seven days of receipt.
- Taxes : Prices do not include applicable sales tax unless stated. Clients are responsible for tax obligations related to their region.

4. Shipping and Delivery

- Timelines : We aim to meet all quoted delivery dates; however, we are not liable for delays caused by suppliers, shipping carriers, or unforeseen circumstances.

- Shipping Terms : Shipping costs are the responsibility of the client unless otherwise agreed. Risk of loss transfers upon delivery.

5. Intellectual Property

- Client Materials : You represent that you own or have the rights to all logos, trademarks, or artwork you provide.
- Use of Artwork : By providing your materials, you grant us the right to use them for the purposes of fulfilling your order.
- Portfolio Use : Unless otherwise agreed in writing, we reserve the right to showcase completed work in our portfolio or case studies.

6. Cancellations and Returns

- Custom Orders : Due to the nature of custom merchandise, orders cannot be cancelled or refunded after production begins.
- Defective Products : Claims must be submitted within 5 business days of receipt. We will assess and resolve in good faith, including potential replacement or partial refund.
- Order Accuracy : We are not responsible for errors in artwork, quantities, or shipping information once approved by the client.

7. Confidentiality

Sonic Promos agrees to maintain the confidentiality of any proprietary or sensitive information provided during the course of the engagement, and we expect the same in return.

8. Limitation of Liability

To the fullest extent permitted by law, Sonic Promos shall not be liable for any indirect, incidental, special, or consequential damages arising out of or in connection with our services. Our total liability is limited to the amount paid by the client for the specific service or product in question.

9. SMS/Text Messaging Compliance

- Consent to Receive SMS Messages
By providing your mobile phone number to us, you expressly consent to receive informational, transactional, and promotional text messages (SMS and MMS) from Sonic Promos, including but not limited to messages related to your orders, account activity, appointments, updates, marketing offers, and other relevant notifications. Message frequency may vary. Consent is not a condition of purchase.

- **Opt-Out**
You can opt-out of receiving SMS messages at any time by replying “STOP” to any message you receive from us. You may also contact us directly at info@sonicpromos.com to be removed. After opting out, you may receive a one-time confirmation message.
- **Help and Support**
For help regarding our SMS services, reply “HELP” to any message or contact our support team at info@sonicpromos.com.
- **Message and Data Rates**
Message and data rates may apply depending on your mobile carrier and plan. Check with your wireless provider for details.
- **Data Usage and Privacy**
We respect your privacy. Your mobile information will be used only for the purposes outlined in our Privacy Policy and will not be shared or sold to third parties without your consent, except as required by law.
- **Eligibility**
By opting in to receive text messages, you represent that you are the account holder for the mobile number provided or have the account holder’s permission to enroll. You must be at least 18 years of age or have parental consent.

10. Governing Law

These Terms are governed by and construed in accordance with the laws of the State of Maryland, without regard to its conflict of law principles.

11. Modifications

We reserve the right to update these Terms at any time. Changes will be effective upon posting to our website or upon direct communication. Continued use of our services after such changes constitutes your acceptance.

Contact Us

If you have any questions about these Terms, please contact:

 Email : info@sonicpromos.com

 Phone : 301.869.7800

 Website : <https://sonicpromos.com>