

PAYMENT POLICIES

For your convenience, we accept Visa and MasterCard payments over the phone. We also accept E-Transfers, and of course cheques or cash.

Products, clothing, and large format printing

For all custom decorated promo products, clothing and large format printing, signs and displays, Colour Pro offers two payment schedule options:

Option 1). A minimum deposit of 60% is due at time of order with the balance due upon completion or delivery.

Option 2). Pre-payment ~ We are happy to offer a 2% discount on final invoices for most pre-paid orders. Taxes and shipping not included. This discount may not be applicable on some supplier clearance, or "already discounted" items.

Design, illustration and graphic layout

For extensive design projects, we request payment in thirds. Upon quote approval, a deposit is required to initiate the project. A second payment is required upon draft approval(s). The third and final payment of the remaining balance is due upon project completion, and prior to release of finished files.

RETURN POLICIES:

Manufacturers defects:

If a manufacturing defect is found on your new garment, we will gladly exchange it for a new one. To be eligible for return, the garment(s) must be returned to us for inspection within 30 days, unworn, unwashed and in it's original condition.

If a manufacturing defect is found in your new promo product(s), signage or display(s), we will gladly work with our partnering manufacturer or supplier to correct the issue. We work with credible quality manufacturers who take pride in their work and stand behind their products, as do we at Colour Pro and 506 Tees. To be eligible for return, the product(s) must be returned to us for inspection within 30 days, unused and in it's original condition.

Print errors:

If we've made an error in processing your order, printed the wrong colour or graphic, we will re-print. To be eligible for return, the garment(s) or product(s) must be returned to us within 30 days, unworn, unused and in it's (their) original condition. *Sorry* - Due to the custom printed nature of our products, we can not offer returns or exchanges for print issues resulting not due to our error. If a print error occurs as a result of approved and/or signed off artwork, colours or other specifications, Colour Pro and 506 Tees will not be responsible for re-printing or replacing.

Garment Sizing:

Due to the custom printed nature of our garments, we can not offer returns or exchanges for products based on sizing issues for reasons not due to our error.

Customers assume responsibility for ordering correct sizes. If you are at all unsure about sizing, please visit our website for product and sizing specifications. We will also gladly e-mail you specification information upon request. For larger group or organization orders, arrangements for bringing in a sizing sample set can happily be made. (see page 2 for samples)

SAMPLES and SIZING KITS

Colour Pro is an authorized distributor for a large number of partnering manufacturers, promo product suppliers and print service providers. Although we do try to keep a fairly current inventory of product samples, particularly clothing, it would be impossible for us to stock samples and sizing kits of all the products and clothing options we offer and distribute.

To help determine whether or not a product is right for you or your organization, we are more than happy to arrange for samples and or sizing kits to be brought in for your consideration.

In some cases, certain suppliers or manufacturers will offer to send samples at no charge. More often than not, however, most suppliers charge us a discounted "sample fee", plus shipping, to send us samples upon request.

For those instances where Colour Pro is charged for samples, we are happy to be able to provide these samples for our customers at the same significantly discounted sample rate.

HOW IT WORKS:

1). Samples and sizing kits are charged and invoiced to our customer at a significantly discounted sample rate. IF the supplier offers samples on loan (*ie. we have to return them in the same condition as received to the supplier*) then we would only charge for the shipping.

2a). If the samples can be used as part of the upcoming order, they will be, and a credit for the sample(s) will be applied back to the main order invoice.

2b). If the samples can not be used as part of the order, or a subsequent order is not placed, the samples shall remain the property of the customer.

As always, please feel free to connect with us at Colour Pro if you have any questions about our services or policies. Please direct your inquiries to:

Colour Pro Print and Design

Corporate Sales and Administration Office

127 Main Street, Suite 204
Fredericton, New Brunswick

T: 1.506.476.9164 | TF: 1.855.476.9164 | FAX: 1.506.455.1151

E-mail policy related questions to: admin@colourpro.ca