



TERMS FOR ONLINE STORES

Any questions, please contact us at goballisticsports@gmail.com

- **All logos designed for you are the property of GoBallistic Sports.** If you would like to use the logo for purposes outside of apparel, you will need to gain permission to do so.
- There is a minimum order of 24 pieces/logo offered - this can be across all items carrying a particular logo (not 24 tee shirts, 24 hoodies, etc.) If this minimum is not met, a screen "set up fee" (\$25/color) will be assessed and prorated based on the # of items that were ordered.
- There is a one-time digitizing fee of \$35 for any embroidery logo you offer. Once you pay this, you can use going forward and never pay the fee again - this is traditionally referred to as a "tape fee" to ready the file for the embroidery equipment.
- **A 3.9% merchant fee of total sales will be deducted from the team profit at the end of the sale** - this covers the fee we are charged for taking credit cards online.
- **There are no returns or exchanges UNLESS it is due to a manufacturers defect or printing error.** There are size charts loaded on every item in the store and we strongly encourage people to look at those before placing their order. We are not responsible for ordering mistakes on a parents part (ordered a YS vs. an AS, etc).
- Minimum order requirements are listed on items that have minimums. IF a product does not meet the minimum, we will contact the organizer and ask if the team/club would like to purchase the balance needed OR refund people.
- IF an item is on back order, we will do our best to replace with a like item to avoid any long wait times. If a "like" item is not available and the backorder date is longer than 2 weeks, families will be refunded.
- **NO late orders will be accepted after the close date.** If the organization insists on accepting the late order, the timeline will be adjusted accordingly. • If you/your organization agree(s) to bulk pickup, **GoBallistic Sports is NOT responsible for any distribution issues** including; missing and/or misplaced items, items picked up and/or delivered to the wrong individual and/or address, items picked up by "friends", orders left in a common area for families to pick up. If items are "lost" due to any of these situations, the organization will be responsible for refunding the individual(s) affected. GoBallistic Sports cannot reset the press and print apparel after the organization has taken possession. All items are the responsibility of the individual/organization once they leave the GoBallistic Sports property.
- Due to inventory shortages and shipping delays, **production is typically taking 4 weeks from the date the store closes.** If for some reason this date needs to be pushed out, we will contact the organization with an anticipated delivery date and reason for the delay. Production timeline is calculated based on work days (do not count weekends or holidays).
- GoBallistic Sports is not responsible for delays due to inclement weather or situations out of our control.