A+ Images, Inc.

Revised Terms & Conditions

Advance review copy. Effective November 12, 2026.

These Terms & Conditions describe how A+ Images, Inc. ("A+ Images," "we," "us," or "our") handles quotes, custom products, decoration services, artwork, approvals, payments, and fulfillment. Please review them before approving or paying for an order.

These terms apply to orders placed with A+ Images, Inc. when provided to you and accepted as part of the transaction, including orders handled through our website, Printavo, email, text message, or in person. They do not automatically apply to separate transactions with Rose Promos, Shirt Tales, Classroom Faces, Threaded For You, or another business.

1. Quotes, prices, and availability

A request for a quote is an inquiry, not an order or authorization to begin production. Quote validity varies with the project, supplier pricing, and product availability. Any expiration stated on your quote applies. There is no standard 30-day price guarantee.

When no expiration is stated, contact us to confirm current pricing and availability before approving or paying. If an unaccepted quote needs to change, we will provide the revised pricing for your approval. A quote or payment request is not a promise that a supplier will reserve inventory indefinitely.

Once we accept your approved order at an agreed price, we will not silently increase that price or substitute products. Changes to products, quantities, decoration, price, or delivery arrangements require agreement. If we cannot fulfill an accepted order as agreed, we will contact you to discuss an acceptable alternative or the applicable refund or other remedy. Our customer-cancellation policy does not require you to accept a different product or a higher price.

2. Payments and approved credit terms

Apparel purchased from A+ Images. Prepayment is required. For orders of $800 or less, full payment is required before we order apparel or begin production, unless we agree otherwise in writing.

Orders over $800. When apparel is purchased from us, we will accept a 50% deposit instead of full prepayment. The remaining balance is due upon completion and before pickup, shipment, or delivery, unless approved written credit terms provide otherwise. The deposit arrangement must be reflected in your quote or invoice.

Customer-supplied apparel. Payment for decoration is due upon completion and before release of the completed items, unless we have approved different written credit terms.

Approved credit accounts. Credit terms are available only when expressly approved by A+ Images and stated on the order or account agreement. We do not assess late-payment fees. The separately disclosed storage provisions below concern uncollected property, not interest or a late-payment charge.

Payment arrangements for products or services not addressed above, including mixed orders or separately commissioned artwork, will be stated on the quote or invoice. We do not change an approved credit arrangement merely because a general payment rule appears on this page.

Payments are handled through our designated payment services, primarily Square and, where applicable, payment functionality available through Printavo or OrderMyGear. Do not send complete payment-card details through ordinary email or a general contact form, or give them to an employee by phone. Use the payment instructions supplied for your order.

3. Order and artwork approvals

We generally obtain approval through Printavo. We may also accept a clear email, text message, or signed approval from the customer or an authorized representative that identifies the order, proof, or specifications being approved.

Order approval and artwork approval may be combined when the approval clearly includes both the quote and the final artwork. When they are separate, approval of one does not automatically approve the other. Paying for an order does not approve artwork that has not been presented for approval. We will obtain any outstanding approval required for production.

Before approving, check the details presented for approval, including spelling, names, numbers, artwork, design dimensions, decoration locations, garment styles, garment colors, sizes, quantities, pricing, and the stated schedule. Tell us promptly about conflicting or incomplete information.

We produce to the approved specifications. A customer-approved error that is accurately reproduced is different from an A+ Images production error. Approval does not excuse our failure to follow the approved order or proof.

Special instructions and changes must be confirmed in the order record. Do not rely solely on instructions written on packaging or communicated informally. If instructions conflict with the proof or order, the conflict must be resolved before production.

4. Changes and cancellation

Orders cannot be canceled for a change of mind once the customer has approved the order or made a payment toward it, including a deposit. Either event triggers this policy. This rule concerns an identified order presented for acceptance, not an unapproved inquiry or an unrelated payment.

Approval or payment may authorize purchasing materials, preparing artwork, reserving production capacity, and other commitments. A requested change after approval is not effective unless A+ Images agrees to it. Changes may require a revised price, new approval, additional payment, and a revised schedule.

Any exception to the no-cancellation policy must be agreed in writing by A+ Images. This policy does not eliminate remedies for our failure to supply the agreed products or services, applicable shipment-delay cancellation rights, or any other right that cannot lawfully be waived.

We do not impose an automatic forfeiture of every payment regardless of the circumstances. If an order is terminated or performance is stopped, any retained payment, further amount due, or refund will be

determined under the accepted agreement and applicable law. Any legally required refund will be provided within the required period.

5. Due dates and FIRM commitments

We try to state a due date on each quote. **A due date is a target unless the quote or accepted order is expressly marked FIRM by A+ Images.** A customer-requested event date, by itself, does not create a FIRM commitment.

The order should identify whether the date refers to production completion, readiness for pickup, shipment, or arrival at a delivery destination. These are different milestones. Ask us to clarify any ambiguous date before approving a time-sensitive order.

A FIRM date is an agreed commitment for the milestone stated on the order, based on any clearly disclosed deadlines for payment, approvals, information, and receipt of necessary materials. If a customer misses an agreed prerequisite or requests a change, we will explain the scheduling impact and confirm any revised date in writing. We will not silently remove a FIRM designation.

We will notify you if a delay becomes known and discuss the available options. An estimated date does not authorize indefinite delay, and a supplier or carrier issue does not automatically erase our obligations. Where applicable law requires consent to a shipping delay, cancellation options, or a refund, we will provide them.

6. Products, quantities, color, and placement

For apparel purchased from A+ Images, the agreed exact quantity applies. We do not use a routine overrun, underrun, or spoilage percentage to justify delivering fewer items than ordered. A shortage or incorrect item will be addressed under the correction provisions below.

Digital proofs illustrate the design and layout. A screen display is not, by itself, a physical color sample or an exact measurement specification. Any required color match, design dimension, or placement requirement should be expressly included in the approved specifications. We will disclose material production limitations before approval rather than rely on an unspecified tolerance afterward.

Customers are responsible for selecting and approving their sizes and fit preferences. Properly produced personalized items are not returnable simply because the customer changes a size preference. This does not excuse supplying the wrong size or a defective product.

7. Customer-supplied apparel and other items

Customer-supplied items may include garments, hats, patches, bags, and other property provided for decoration. We may inspect items and decline work that is unsuitable for the requested process. Tell us about any unusual materials, finishes, prior alterations, or other conditions relevant to production.

Customer-supplied items are decorated at the customer's risk of production damage. Subject to applicable law, A+ Images does not reimburse the purchase price or replacement value of a customer-supplied item damaged during decoration. This allocation of risk must be brought to your attention before the work is authorized.

We do not charge for an item's unsuccessful decoration when it is damaged or incorrectly decorated during our work. Any such decoration charge already paid will be refunded. We will also redecorate a suitable replacement supplied by the customer without an additional decoration charge. The customer is responsible for obtaining the replacement item; we do not supply or reimburse the blank item under this policy.

There is no guaranteed finished count for customer-supplied items and no fixed percentage spoilage allowance. A damaged item can reduce the finished quantity. We will identify affected items and account for unsuccessful decoration charges rather than bill them as successfully completed work. The exact-count commitment for apparel purchased from A+ Images does not apply to customer-supplied property.

This section addresses risks of decoration, not the storage or disposition of uncollected orders addressed in Section 13. It does not exclude liability that cannot lawfully be excluded. Any separately accepted customer-supplied-item agreement also applies as described in Section 17.

8. Inspection and reporting problems

Please inspect your order at pickup and report visible defects, incorrect items, and quantity shortages immidiately. For orders that have been shipped, please report any visible defects, incorrect items, or quantity shortages within 12 business hours.The reporting period does not begin merely because we notify you that the order is complete.

Send the initial report to info@aplusimages.com or your usual A+ Images contact and identify the order and issue. Email can be sent outside business hours. Photographs and other reasonable supporting information may follow.

A defect that could not reasonably be identified during initial inspection should be reported promptly after discovery. This procedure does not shorten a nonwaivable legal deadline or automatically eliminate a claim that applicable law permits.

Retain the affected items and, for shipping damage, relevant packaging, and give us a reasonable opportunity to inspect the problem. Avoid further use or alteration that would worsen damage or prevent assessment. Appropriate washing does not automatically disqualify a claim for a defect discovered through normal use; damage caused by improper care is a different issue.

9. Corrections, refunds, and custom-product returns

For a confirmed A+ Images error on products purchased from us, the customer may choose rework, replacement, or a refund of the amount paid for the affected items. We will not substitute store credit for a selected refund without the customer's agreement. Amounts not yet paid for refunded affected items will be removed from the balance.

If the selected rework or replacement cannot reasonably be performed, such as because the product has been discontinued, we will explain the issue and offer a refund or another resolution. Refunds include applicable taxes on refunded items. We will arrange and cover reasonable return and replacement shipping required to resolve our confirmed error.

The customer-supplied-property provisions in Section 7 apply when we did not sell the original item. In that situation, our policy provides relief for unsuccessful decorating charges and no-charge decoration of a suitable customer-provided replacement, not reimbursement for the value of the original customer-supplied item, subject to applicable law.

Custom products that match the approved order are not eligible for change-of-mind returns or exchanges. A request to change an approved design, spelling, quantity, style, or size after correct production is a request for new work, not a claim that the original order was produced incorrectly.

10. Customer artwork and permissions

You retain your existing rights in artwork and other materials you provide. By submitting material for a project, you authorize us and the service providers involved in the project to use, reproduce, modify as instructed, and process it as needed to prepare proofs, produce the order, and support authorized reorders.

You must have the rights and permissions needed to use submitted logos, trademarks, photographs, illustrations, names, and other protected material, including any permissions needed from people depicted or identified. Submitting a school, team, organization, or brand logo does not itself establish that permission exists.

We may request evidence of permission or decline work where the necessary rights are unresolved. We obtain permission before using customer artwork or completed projects for our own public promotional purposes. Placing an order does not automatically grant promotional permission.

11. Paid design and digitizing files

When you pay A+ Images for design or digitizing, you are entitled to the finished production files and the editable source files created for that paid work, without a separate file-release fee. Once the applicable design or digitizing charges have been paid, you may request the files from your A+ Images contact.

Files will be provided in the project formats created and retained for the work. Let us know before approval if a particular file format is required. Conversion to a different format or new editing work is not automatically included unless it was part of the original agreement.

File delivery does not transfer ownership of third-party fonts, stock assets, software, or other rights we do not own. Any third-party restriction affecting a promised deliverable must be disclosed before approval. Our general tools, software, and unrelated reusable templates are not customer project files. This section does not promise exclusive copyright ownership in material for which exclusivity cannot be granted.

12. Pickup, delivery, and shipping

Your order will identify the agreed pickup location or shipping/delivery arrangement. Provide accurate recipient, address, and contact information and notify us promptly of changes. Additional charges or schedule changes resulting from a customer-requested address or delivery change require confirmation.

We will notify you when the order is ready for pickup or provide available shipment information. Readiness for pickup is not the same as receipt of the goods. A ship date is not a delivery date unless the order

expressly makes that commitment.

Report shipping problems promptly so we can investigate with the carrier and arrange the applicable remedy. Handing a parcel to a carrier does not, by itself, eliminate every responsibility A+ Images has under the agreement or applicable law.

13. Storage policy

We are not a storage facility. All orders should be picked up within 30 days of completion. Storage fees of $10 per day apply to orders stored over 30 days. Orders not picked up after 90 days are subject to disposal. At our sole discretion, we may either destroy, repurpose, or donate to charity, orders in our possession longer than 90 days. No refunds will be given on orders that are not collected within 90 days.

14. Privacy and customer communications

Our Privacy Policy explains how we handle contact information, artwork, order records, website data, and information processed by service providers, including artwork-processing tools. It is available at Privacy Policy.

Providing an email address or phone number for an order allows us to communicate about that order through the applicable service channel; it does not automatically enroll you in promotional messaging. Agreement to these commercial terms is separate from optional analytics consent or any separate permission for promotional use of your project.

15. Website information and third-party services

General website descriptions, catalog information, and examples help explain our services. The accepted quote, approved specifications, and applicable agreements describe the actual transaction. We may correct website errors, but that does not authorize undisclosed changes to an accepted order.

A+ Images and the applicable rights holders retain their rights in website content and branding. Do not misuse the website, interfere with its operation, impersonate another person, or submit material you are not authorized to use.

External websites and services may have their own terms. Their involvement does not automatically replace the terms of your accepted A+ Images order or eliminate our responsibilities to you.

16. Rights and limits that apply

These terms, including the correction provisions, customer-supplied-item risk allocation, storage policy, and any separately signed addendum, apply to the extent permitted by applicable law. Nothing in these terms excludes liability, overrides a required legal procedure, or removes a customer right that applicable law does not allow us to exclude or remove.

Please contact us promptly so we can investigate and work toward a resolution. Contacting us is not a waiver of lawful rights or a prohibition on a legitimate payment dispute, regulatory complaint, or court remedy.

17. Applicable agreements, law, and future changes

A specifically negotiated written agreement between the customer and A+ Images controls a conflicting general provision. Accepted order-specific terms and separately accepted addenda control the subjects they expressly address, followed by these general terms. An addendum changes an order-specific commitment only when that change is clearly stated and accepted. Report any unresolved conflict before production.

Approval of a proof does not, by itself, amend unrelated payment, liability, or other commercial terms. These terms do not silently cancel a separate signed contract or customer-supplied-item agreement.

Indiana law governs to the extent permitted by applicable law. Any mandatory rights or protections that apply to a particular transaction remain in effect. If a provision is unenforceable, the remaining provisions continue to apply to the extent permitted by law.

Our decision not to enforce a provision in one instance does not, by itself, waive our ability to enforce it in a later instance, subject to applicable law.

We may revise these terms for future transactions and will identify the effective date. The version accepted for an existing order continues to govern that order unless both parties agree to a change. We will provide any notice required by an existing agreement or applicable law. Simply editing this webpage does not retroactively change an accepted order.

18. Contact us

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