

Customer Supplied Item Waiver

At Betty Lou Designs & Graphics, LLC we prefer to work on garments and items we obtain from our suppliers. We use clothing and items in our screen printing, embroidery and engraving that have been tested and proven to provide quality products. Embroidery machines can be fickle and sometimes eat garments or needles break and create holes. Occasionally during the embroidery process, a garment or item will be damaged. Sometimes we may experience unexpected results sewing on untested material. Laser machines can also be fickle when dealing with unknown items. They can stop mid-engraving due to power failures or other unexpected events, or they may not engrave deep enough and can not be re-lined up accurately to re-engrave.

Betty Lou Designs & Graphics, LLC will print, embroider, or engrave on merchandise that is supplied by the customer. We do not however guarantee the quality on customer supplied merchandise. We cannot be held responsible for spoiled or damaged goods supplied by the customer. Mistakes, while rare, do happen, please expect a misprint ratio of approximately 5%. If you need complete orders or exact number, please supply 5% overage. Any blank or unused garments will be returned with your order.

If we have supplied the garment or item, we have calculated a margin of error in the cost and will replace it. **We cannot replace garments or items we have not sold or provided. If you supply the garment or item and there is a problem, we do not replace your item. Your damaged piece will be returned to you as is.** Problems do not arise often, but the customer must be aware and agree to the possibility.

Caution will be taken with any services on any custom, imported, pre-decorated, embroidered, specialty item or any items of an atypical or difficult material. Betty Lou Designs & Graphics, LLC will not guarantee refund/replacement of these items, no exceptions.

By signing this waiver, the customer releases Betty Lou Designs & Graphics, LLC of all responsibility in the instance of damaged or unexpected results to the customer's supplied garment or item to be embroidered or engraved.

Printed Customer Name: _____

Customer Signature: _____

Date: _____