

Terms & Conditions

Advertising Promotions LLC

Effective Date: September 12, 2026

Welcome to Advertising Promotions LLC. These Terms & Conditions apply to orders placed through our website, by email, by phone, in person, or through an authorized sales representative. By placing an order, approving artwork, or submitting payment, you agree to these Terms & Conditions.

1. Custom Products

Advertising Promotions LLC provides custom **Direct-to-Film (DTF) printing, embroidery, laser engraving, custom apparel, and promotional products.**

Because most of our products are customized specifically for each customer, orders may enter production shortly after artwork approval and payment. Once production has begun, orders generally cannot be changed or canceled.

2. Artwork Approval

Customers are responsible for carefully reviewing all artwork, proofs, spelling, names, dates, colors, sizes, quantities, placement, and other order details before approval.

Once a proof is approved, Advertising Promotions LLC will produce the order based on the approved artwork. We are not responsible for errors contained in artwork or order details that were approved by the customer.

Changes requested after approval may result in additional charges and may delay production.

3. Customer-Supplied Artwork

Customers are responsible for providing artwork of sufficient quality for the requested production method. Low-resolution, blurry, pixelated, or otherwise unsuitable artwork may require modification or recreation before production.

Additional artwork, design, vectorization, digitizing, cleanup, or setup charges may apply. We will notify the customer of applicable charges when possible before performing additional design work.

Colors displayed on computer monitors and mobile devices may differ from the colors produced through DTF printing, embroidery, laser engraving, or other manufacturing processes.

4. Copyrights, Trademarks & Customer Authorization

By submitting artwork, logos, photographs, names, trademarks, copyrighted material, or other content to Advertising Promotions LLC, the customer represents that they own the material or have permission and legal authority to reproduce it.

The customer assumes responsibility for obtaining any necessary licenses, permissions, or authorizations.

Advertising Promotions LLC reserves the right to refuse any order that we reasonably believe may violate intellectual property rights, applicable laws, or the rights of another person or organization.

5. DTF Printing

DTF printing may produce slight variations in color, placement, texture, and appearance between individual items or production runs. These normal manufacturing variations are not considered defects.

Garment color, fabric composition, garment construction, and other factors can also affect the final appearance of a printed design.

6. Embroidery

Embroidery requires artwork to be converted into an embroidery-ready file through a process commonly known as digitizing. Digitizing or setup fees may apply.

Because embroidery uses thread and stitches rather than ink, the finished product may not reproduce extremely small text, fine details, gradients, or photographic artwork exactly as shown in a digital image.

Minor variations in thread color, placement, stitch appearance, and garment positioning are normal.

7. Laser Engraving

Laser engraving results vary depending on the material, coating, grain, finish, color, and construction of the item being engraved.

Natural materials such as wood, leather, and similar products may have variations that cause differences in engraving color, depth, texture, and appearance. These natural variations are not considered defects.

8. Product & Color Variations

Product photographs, samples, mockups, and digital proofs are intended to provide a reasonable representation of the finished product. Actual products may vary slightly in color, size, texture, finish, or appearance.

Apparel sizing may also vary by manufacturer and garment style. Customers are responsible for reviewing applicable sizing information before ordering.

9. Customer-Supplied Items

If Advertising Promotions LLC agrees to decorate customer-supplied garments or products, those items are provided at the customer's risk.

Although we take reasonable care during production, printing, embroidery, and laser engraving involve processes that can occasionally damage an item. Unless otherwise agreed in writing, Advertising Promotions LLC is not responsible for replacing customer-supplied items that are damaged during normal production.

We reserve the right to refuse customer-supplied products that we determine are unsuitable for decoration.

10. Payment

Payment terms will be provided at the time of ordering. Custom orders may require full payment or a deposit before artwork preparation or production begins.

Orders will not enter production until required approvals and payments have been received.

Applicable sales tax, shipping, artwork, digitizing, setup, rush-production, and other charges may be added to the order when applicable.

11. Production & Turnaround Times

Production and delivery estimates are estimates and are not guaranteed unless Advertising Promotions LLC specifically agrees to a guaranteed deadline in writing.

Turnaround time generally begins after all required information, payment, merchandise, and artwork approval have been received.

Delays caused by product availability, suppliers, shipping carriers, equipment issues, weather, customer-requested changes, or circumstances beyond our reasonable control may affect completion dates.

12. Rush Orders

Rush service may be available depending on our production schedule, product availability, and the requirements of the order. Additional charges may apply.

Acceptance of a rush order will be confirmed by Advertising Promotions LLC.

13. Cancellations

Because custom products are made specifically for the customer, cancellations may not be possible once artwork preparation, product ordering, setup, or production has begun.

If a cancellation is approved, the customer may remain responsible for costs already incurred, including artwork, digitizing, setup, merchandise, shipping, and production expenses.

14. Returns & Refunds

Because customized and personalized products cannot normally be resold, **custom products are generally non-returnable and non-refundable** unless there is a verified production defect or we made an error that differs materially from the approved order.

Incorrect sizes, spelling, artwork, colors, quantities, or other specifications approved or supplied by the customer do not qualify as production defects.

15. Problems With an Order

Customers should inspect their order promptly upon receipt.

Claims involving damaged, defective, missing, or incorrectly produced merchandise should be reported to Advertising Promotions LLC **within 7 days of receiving the order**. Please include the order information and photographs showing the issue when applicable.

If we determine that an error was caused by Advertising Promotions LLC, we may, at our discretion, repair the item, replace the affected product, reproduce the affected portion of the order, issue store credit, or provide an appropriate refund.

16. Shipping & Delivery

Shipping and delivery dates are estimates unless otherwise expressly guaranteed in writing.

Advertising Promotions LLC is not responsible for carrier delays, incorrect addresses provided by the customer, weather-related delays, or other shipping circumstances outside our reasonable control.

Customers are responsible for providing complete and accurate shipping information.

17. Order Quantities

Customers are responsible for reviewing quantities, product styles, colors, and sizes before approving an order. Custom merchandise produced according to the approved order cannot be returned because the customer ordered an incorrect quantity, style, color, or size.

18. Promotional Use

Unless the customer requests otherwise, Advertising Promotions LLC may photograph completed products and use those photographs as examples of our work in portfolios, social media, websites, advertisements, and other promotional materials.

We will not knowingly represent ourselves as the owner of a customer's trademark or brand.

Customers may request that their products not be used for promotional purposes.

19. Limitation of Liability

To the maximum extent permitted by applicable law, Advertising Promotions LLC's liability relating to an order will not exceed the amount paid for the affected products or services.

Advertising Promotions LLC will not be liable for indirect, incidental, special, or consequential losses arising from an order, production delay, missed event, shipping delay, or product use, except where such limitations are prohibited by law.

20. Right to Refuse Service

Advertising Promotions LLC reserves the right to refuse or cancel an order when reasonably necessary, including orders involving unlawful material, intellectual property concerns, unsafe products, abusive conduct, fraudulent activity, or production requirements we cannot reasonably fulfill.

If we cancel an order before production for reasons unrelated to customer misconduct or infringement concerns, amounts paid for products or services not already provided will be handled appropriately.

21. Changes to These Terms

Advertising Promotions LLC may update these Terms & Conditions from time to time. The version in effect when an order is placed will generally govern that order unless otherwise agreed in writing.

22. Acceptance of Terms

By submitting an order, making payment, or approving artwork for production, the customer acknowledges that they have reviewed and accepted these Terms & Conditions.

23. Contact Us

Questions regarding an order or these Terms & Conditions may be directed to:

Advertising Promotions LLC

Custom DTF Printing • Embroidery • Laser Engraving • Promotional Products