

GRAND IMAGE CREDIT CONTRACT / TERMS & CONDITIONS

NEW ACCOUNTS: All purchase orders will require pre-payment at time of order, unless terms are approved prior to shipping order. Approval of terms can take up to three weeks and is contingent on the response received from your bank.

ALL CUSTOMERS MUST SIGN OUR CREDIT CONTRACT AND TERMS & CONDITIONS (Page 1 AND 2) and have an updated authorized purchaser signature on file. By signing this agreement, you acknowledge and understand our terms and conditions including but not limited to: payments, returns, and turnaround times.

CREDIT TERMS: Once approved, terms apply to orders over \$500 net. Orders under \$500 net require pre-payment in full at time of order. Your signature and approval of terms indicates you agree to each of the following terms: to pay each invoice within 30 days or mutually agreed upon time frame on purchase order; to pay a service charge, as determined by Grand Image, Ltd. on any invoice 31 days and older; to pay attorney's fees in the event that collection efforts become necessary; and to authorize release of credit and banking information necessary for the approval of this request. If credit terms are not met, Grand Image, Ltd. will use a collection agency and any turned over debt will be noted on your credit report. Terms are only applicable to non-custom order items. All custom product and orders require a 50% deposit upon receipt of purchase order with pre-determined terms on balance post-shipment.

DEPOSITS: All deposits received by Grand Image, Ltd. are non-refundable.

INVOICES: Upon shipment of your order, Grand Image emails digital copies of all invoices. Each invoice includes a tracking number for your shipment. The digital version is the only copy you will receive unless you notify Grand Image of your preference to receive a physical copy via US postal mail. Please designate the appropriate recipient's email address on the accounting portion of this document.

PAYMENT: Payment must be made in U.S. Dollars. Payment due dates of all approved terms are computed from shipment and invoice date. Sender must pay for all costs of wire transfers of funds, and for any costs of currency conversion.

CREDIT CARDS: We accept VISA, MasterCard and American Express. There is a \$5,000 credit card charge limit per sales order. Orders under \$500 net require pre-payment in full at time of order.

RETURNED COMPANY CHECKS: A \$35.00 service charge will be levied on any account for a returned check. All shipments will cease until the account is made current. The account may automatically revert to pre-payment in full.

FORFEIT OF FAVORABLE TERMS: If your account becomes past due, orders will be held until payment is received. Continued slow payments will cause the account to revert to pre-payment in full and terms will be revoked.

ANY ACCOUNT THAT IS INACTIVE FOR 18 MONTHS WILL BE TREATED AS A NEW ACCOUNT AND A NEW CREDIT APPLICATION AND TERMS & AGREEMENT MAY BE REQUIRED FOR OUR FILES.

Our business would like to pay for purchase orders in the following manner (check a box):

Credit Card, Cashier, or Company Check

Name on Account: _____

Credit Card #: _____

Exp. Date: _____ CVS (3 digit number on back): _____

Billing Address: _____

Net 30 **All invoices are sent electronically via pdf. Please provide the name and email address of the recipient for all invoices:**

Name _____ Email _____ @ _____

I, _____, an owner who is responsible for finances, agree to the following: A finance charge of 1.5% per month, maximum 18% annual percentage, will be charged on past due balances. In the event this account is referred for collection, the purchaser agrees to pay collection costs including reasonable attorney's fees and court costs if the account is placed for collection either with or without suit. Grand Image will not and cannot process a credit application for Net 30 terms without a bank contact name and fax number listed below. In the event you do not have a business bank contact name or a fax number to reach your banking contact, your credit application may be delayed and an additional fee may apply. I hereby apply for credit and certify that the information below is correct. **My signature below signifies that I have read BOTH the Credit Application and Terms & Conditions, accept them and personally guarantee full payment on our account.**

SIGNATURE OF COMPANY REPRESENTATIVE

DATE

PRINT NAME OF COMPANY REPRESENTATIVE

COMPANY NAME

BANK BANK CONTACT NAME BUSINESS CHECKING ACCT.#

BANK ADDRESS CITY STATE ZIP TELEPHONE FAX

Owner Name Name of Partner/Stockholder % Ownership

Address Name of Partner/Stockholder % Ownership

City State Zip # Yrs in Business

Telephone Fax Email

Supplier Acct.# Telephone Fax

Supplier Acct.# Telephone Fax

FOR OFFICE USE ONLY DATE: _____ TYPE CREDIT APPROVED: _____

CREDIT LIMIT: \$ _____ A maximum credit line will be established and will be terminated if all terms are not successfully met.

APPROVED BY: _____ COMMENTS: _____

GRAND IMAGE, LTD

206-624-0444 | service@grandimage.com | www.grandimage.com

GRAND IMAGE CREDIT CONTRACT / TERMS & CONDITIONS

PRICES: All prices are subject to change without notice. Please contact your account manager for more details.

QUOTES: Quotes will be provided for any custom product upon request. Grand Image provides quotes for OED, POD, BED and commissions within 24 hours from request. Grand Image provides quotes for Framing or Licensing within 48 hours from request. Quotes for quantity and Alternative Substrates may take longer than 24-48 hours and you will be notified of approximate time frame upon request of quote. Grand Image will provide crop references with quote forms if applicable. Quotes are valid 90 days from date of issue.

CUSTOM MANIPULATIONS: Grand Image does not charge fees for cropping or rotation of our imagery in our OED and POD collections. Design time fees for color manipulations are charged by the hour. Grand Image requires physical references – cannot be sent digitally - for all color comparison or manipulations. All crops and digital manipulations must be approved by the client before Grand Image will proceed with production of the custom product.

TEST STRIPS: Grand Image requires test strips for any image that is quoted above our enlargement standards/guarantee. Test strips are \$25. If a test strip is required by Grand Image, the enlargement is approved and the PO for the custom print is issued, Grand Image will waive the \$25 test strip fee.

WRAPS: You may order Solid Color wraps in Black, Turkish Coffee, & White for both POD & BED, and other Solid Color wraps upon requests for POD orders. Grand Image requires a physical color references for any specific color requests. You may also specify Gallery (formerly Mirror) wraps around the image for gallery wrapping.

TURNAROUND: POD and BED ships within 5-10 business days from receipt of PO and established payment. OED ships within 7-12 business days from receipt of PO and established payment. Orders with more than 10 paper items or including more than 5 canvas items may take longer. Grand Image will indicate the turnaround for all custom prints and manipulations, volume orders, commissions or alternative substrates on the quote form.

RUSH FEES: Rush fees are established for any purchase order requiring a turnaround less than the turnaround indicated on the quote form. Rush fees for POD, BED or OED is \$10 per print with a \$250 maximum total fee. Grand Image will determine rush fees for all custom prints/manipulations, volume orders, commissions or alternative substrates at time of order.

USAGE: Grand Image products are for wall décor use and may not be altered including, but not limited to, canvas transfers, etc. without written permission. Grand Image prohibits any posting of Grand Image imagery on websites without prior approval or written permission. Please contact your account manager for permission to post imagery online or to use our images for marketing purposes.

INVOICES: Upon shipment of your order, Grand Image emails digital copies of all invoices. Each invoice includes a tracking # for your shipment. The digital version is the only copy you will receive unless you notify Grand Image of your preference to receive a physical copy via US postal mail. Please designate the appropriate recipient's email address on the accounting portion of this document.

SHIPPING: Your order confirmation or quote form will designate if your purchase order will ship from a location other than Seattle. Larger orders may be shipped by common carrier. Customers may specify carrier or freight forwarder. In the event your account is not on terms, estimated shipping charges must be prepaid by credit card before Grand Image will ship your order. Once the actual shipping charges are incurred, a credit to your card will be issued if applicable. Grand Image requires notice of any damage or discrepancy with product or invoice within 3 business days of receipt of product.

DROP SHIPPING: If you request a drop ship to another location other than a facility owned or operated by the "bill to" account, please make the recipient of your purchase order aware. Grand Image requires notice of any damage or discrepancy with product or invoice within 3 business days of receipt of product.

PAYMENT: Payment must be made in U.S. Dollars. Payment due dates of all approved terms are computed from shipment/invoice date. Sender must pay for all costs of wire transfers of funds, and for any costs of currency conversion. We accept VISA, Mastercard, and American Express. There is a \$5,000 credit card charge limit per sales order. A \$35.00 service charge will be levied on any account for a returned check.

RETURNS: Grand Image policy warrants against manufacturer defects only. Manufacturer defects do not include damage due to climate, mishandling in storage and improper installation. Grand Image requires notice of any freight damage or discrepancy with product or invoice within 3 business days of receipt of product. Grand Image extends account credit on acceptable returns. Grand Image does not issue refunds. All custom prints (OED, POD, BED, Alternative Substrates) and/or commissioned works are non-refundable nor returnable. No return of stock/inventoried artwork will be accepted as a return if artwork has been trimmed, stretched, framed or altered in any way unless prior approval has been granted by the account manager. Shipping charges are non-refundable. Deposits are non-refundable. All qualified or approved returns must be shipped or returned to Grand Image in the same or similar packaging used by Grand Image. Returned artwork damaged by packaging will not be accepted. The customer is responsible for clarifying proper packaging with Grand Image.

CREDITS: Account credits issued by Grand Image will be available on your account for 90 days. After 90 days, the credit will no longer be available.

NEW ACCOUNTS: All purchase orders will require pre-payment at time of order, unless terms are approved prior to shipping order. Approval of terms can take up to three weeks. Terms apply to orders over \$500 net and to non-custom order items. All custom product and orders require a 50% deposit upon receipt of purchase order with pre-determined terms on balance post-shipment.

DEPOSITS: All deposits received by Grand Image, Ltd. are non-refundable.

Signature of Company Representative

Date

Print Name

Print Company Name

PLEASE COMPLETE THIS FORM AND FAX IT TO: GRAND IMAGE, LTD. ATTN: CUSTOMER SERVICE, 206.624.0888

OR MAIL IT TO: GRAND IMAGE, LTD. ATTN: CUSTOMER SERVICE, PO BOX 80507, SEATTLE, WA 98108

PLEASE MAIL ALL CHECKS & DEPOSITS TO: GRAND IMAGE, LTD. PO BOX 80507, SEATTLE, WA 98108

PHYSICAL ADDRESS FOR SHIPPING CARRIERS: GRAND IMAGE, LTD. 4730 OHIO AVE S, SEATTLE, WA 98134 206.624.0444

Terms of the Grand Image Credit Contract /Terms & Conditions are subject to change without notice. 1/12

GRAND IMAGE, LTD

206-624-0444 | service@grandimage.com | www.grandimage.com