

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

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GRAND IMAGE, LTD

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