



GENERAL INFORMATION

1) Estimate / Quotation

- a) To get pricing, send an email to sales@vulinedirect.com with the quantity and product you want to order, and your artwork for a virtual mockup
- b) Virtual mockups are at no charge and have a turnaround time of a maximum of 24 hours
- c) All pricing is subject to change without notice

2) Orders

- a) To place an order, you **MUST** send an email to orders@vulinedirect.com together with your Purchase Order and Estimate/Quote (*if available*) containing your order information (*ship-to address, shipping instructions, in-hands date, etc.*) in a readable PDF attachment, artwork, and artwork instructions. Orders sent to your Salesperson or to sales@vulinedirect.com will not be accepted in our Order Processing System and may result in processing delays.
- b) Failure to include your PO, complete order information, artwork, or provide any artwork file formats other than readable PDF before 4:30 pm EST may result in processing delays and are processed the next business day.
- c) Orders placed after 4:30 pm EST are processed the next business day.

3) Pre-Production Proof

- a) Pre-production proof must be approved in the form of writing.
- b) Approved orders and proof for Net30 Accounts before 4:30 pm EST are processed the same day. Approvals received after the cut-off time are processed the next business day.
- c) Approved orders and proof for Prepaid Accounts must settle prepayment before 5 pm EST. Prepayments received after 5 pm EST are processed the next business day.

4) Production Lead Time

- a) Orders are printed in our overseas production facility.
- b) Production lead time of 24-48 hours upon order confirmation and proof approval for Net30 Accounts, and receipt of payment for Prepaid Accounts.

- c) Production lead time of 48-72 hours upon order confirmation and proof approval for Net30 Accounts and upon receipt of payment for Prepaid Accounts for orders beyond our end quantity columns.
- d) Custom item orders may take 3-5 business days for production lead time. (Reach out to our Sales Team to get the exact production lead time.)

5) Shipping

- a) Most products are printed in our overseas production facility and shipped using a 2-day service.
- b) Standard Delivery time of 5-7 days and free shipping to 1 location in the Continental US unless otherwise stated
- c) Bulk Order Delivery time is 10-12 days and free shipping to 1 location in the Continental US unless otherwise stated
- d) Multiple drop shipping delivery time takes 10-12 days with additional charges
- e) We are not accountable for any delays that might occur during transit once the shipment has been handed to FedEx or UPS
- f) Shipments will have to go through customs clearance which should take no longer than 1 to 2 days but we cannot be responsible for any customs delay
- g) Possible delays from the above standard timeline could also occur mostly due to material stock-out situations and occasionally due to production bottlenecks & seasonal demands. In such cases, the customer would be kept informed during the process.
- h) Most hardware ship FOB Miami, Florida 33166. We can also ship on your UPS or FedEx account number if the item is not included in our Free Shipping. If you provide us with an account number for shipping or designate a specific carrier, you assume responsibility for the shipment from the time the order is ready for pickup.

6) Customer Pickup

- a) Pickup hours are from Monday – Friday between 10:00 am – 4:00 pm, regularly scheduled business days.
- b) When the order is completed, the customer will be notified via email.

7) Order Cancellations

- a) Orders can be canceled at no charge before imprinting or production
- b) Orders canceled after production has begun are subject to charges
- c) All cancellation requests must be sent to orders@vulinedirect.com referencing your Company name, Sales Order, or Purchase Order number

8) Deposit / Payments

- a) Prepaid Account Holders with an order amounting to \$10,000 or more must make full payment via ACH or Wire transfer. Failure to settle the required amount may result in processing and production delays.

- b) For Net30 Account Holders with an order amounting to \$10,000 or more, a 50% prepayment is required before your order goes into production. Failure to settle the required amount may result in processing and production delays.
- c) Check Deposit payments are usually received within 2 weeks. We highly encourage customers to settle payments using ACH or Wire transfer.

9) Warranty, Returns, and Refund

Vu Line Direct only provides the highest quality products and we stand behind the quality, craftsmanship, and decoration of everything we offer. We strongly encourage customers to inspect all shipments immediately upon arrival.

- a) All Vu Line Direct products come with a Standard Warranty that covers the parts & labor and warrants the products against defects in material and workmanship. It does not cover damage due to accidents, abuse, or normal wear and tear. Products found to be defective will be replaced or repaired at the factory's discretion.
 - i) Premium Tents come with 5 years warranty
 - ii) Lifetime Tents come with a lifetime warranty
 - iii) All other products come with a 1-year warranty
- b) Vu Line Direct must be informed of any defective items received within **30 days of purchase** to be eligible for return, refund, or replacement. Customers are **required** to send an email to orders@vulinedirect.com stating the issue along with the image/video of the damaged box, product, fabric, and/or hardware referencing your company name and PO# in the subject line.
- c) Vu Line Direct reserves the sole rights in determining the nature of the damage and the resolution proposed.
- d) Prior to return, all merchandise requires specific return authorization from Vu Line Direct in order to be eligible for credit.
- e) No credit or replacement merchandise will be issued for products unavailable for return.
- f) Vu Line Direct is not responsible for damages that occur from normal wear and tear, improper usage, and/or accidents.
- g) Vu Line Direct will replace or refund up to the total cost but does not exceed the original order cost **upon completion of the review** of the defective or damaged product or imprint.

10) Self-Promotions

- a) Self-promotions can be purchased at a special discounted price. Certain Limitations apply.
- b) Self-promotion discounts only apply to the specific piece that is decorated with the distributor's name and logo only. The addition of other

imprinted logos or names to the product will disqualify it from receiving any discount.

- c) Items are non-returnable and clearance items are not available for self-promotion.

11) Spec Samples

- a) Spec samples using a specific logo are available upon request at a cost plus the 1st column unit cost and are non-returnable.
- b) Limit of one piece per item number.

ARTWORK DISCLAIMER, GUIDELINES, SETUP, AND REQUIREMENTS

Please ensure your artwork adheres to our requirements to avoid these issues. Artwork that is not supplied to our requirements will likely result in unsatisfactory proof, and therefore in most cases delay your order.

1) Artwork Disclaimer

- a) Due to variations in monitor settings, Vu Line Direct assumes no responsibility and makes no guarantees regarding color matches of product or production, either within an order or in a reorder. We cannot guarantee that the colors displayed on your monitor will exactly match the color of the actual product accurately.
- b) Due to different materials and printing (digital or dye-sublimated), we cannot guarantee the colors will be the same. Colors may come out differently depending on the material used and the imprint method.
- c) We are not responsible for issues contained within the supplied artwork itself. This includes spelling mistakes, grammatical errors, RGB color mode, overprint, resolution, missing fonts, missing images, and layers set to non-printing.
- d) Be aware that if your supplied artwork size is different from the size you have ordered, the size you have ordered always takes precedence. This is because artworks from our customers are supplied in a variety of scales.
- e) With subjective issues such as the quality of an image resolution, we will advise you that the quality is extremely low, though again, we cannot be held responsible if the artwork is supplied in such a manner and isn't suitable for your needs. Artwork created in non-Adobe applications can cause output issues.
- f) If you are unsure about the artwork you have, please check with us beforehand to ensure there are no complications with your order. If

artwork is rejected by us as a “cannot be used” file to produce what you have ordered, we will advise you of this and correspond with you on how you would like to proceed.

2) Artwork Guideline

- a) All artwork must be supplied according to or on our product templates. Product templates can be downloaded on each product page.
- b) All artworks should be created using Pantone Colors aka “Spot Colors”. Artwork in CMYK or RGB is converted to their exact or closest PMS match.
- c) All images in artwork must be embedded with a minimum resolution of 300 dpi (high-resolution). For a good print, 300 DPI is standard, sometimes 150 is acceptable but never lower.
- d) All fonts must be converted to outlines, curves, and shapes. This is usually necessary when using fonts with restrictive embedding licenses or if your design software does not natively export to PDF.
- e) We strongly prefer artworks to be supplied in PDF format, though we also accept EPS, AI, TIFF, and JPG/JPEG.

3) Artwork Setup

- a) It's often best to use smaller-scale vectors. This can be in the form of a half-scale or quarter-scale as this will reduce the file size. If your design exceeds 5m in either direction, please use a smaller scale.
- b) When creating your design canvas, the most important thing to remember is that your artwork should be set up in an equal proportion or be as close as possible to the print you are ordering.
- c) All artworks should be created using Pantone Colors aka “Spot Colors” and we do not suggest CMYK or RGB. Pantone color is a standardized color matching system used in the printing industry to ensure uniformity of colors. By standardizing the colors, different manufacturers in different locations can all refer to the Pantone system to ensure colors match without direct contact with one another. The full spectrum of Pantone Colors can be found in a Pantone Swatch Book.
- d) If you wish to use any Pantone colors, these must be included as embedded colors in your artwork and we request that you inform us which colors you have used.
- e) Beware of setting any text or objects to overprint. As we do not proof-check artworks before printing, overprinted objects can cause serious issues and there is a chance that they may only be noticed by you when you receive the finished item.

4) Artwork Requirements

a) Accepted Artwork

- i) All artwork must be at the correct width-to-height ratio
- ii) All artwork must have their PMS colors

- iii) All artwork must have all images embedded
- iv) All artwork must have all fonts converted to outlines/curves/shapes
- v) All artwork must have all visible in-canvas template elements removed

b) Not Accepted Artwork

- i) Incorrect width-to-height ratio
- ii) In RGB color mode
- iii) With missing links or images which are not embedded
- iv) Without fonts converted to outlines/curves/shapes
- v) Protected by a password

c) Accepted File Formats

- i) PDF (preferred)
- ii) EPS (Encapsulated PostScript)
- iii) AI (Adobe Illustrator)
- iv) PSD (Adobe Photoshop)
- v) TIFF (recommended)
- vi) JPG/JPEG (recommended 300DPI)

d) Not Accepted File Formats

- i) QXP (Quark Xpress)
- ii) CDR (Corel Draw)
- iii) GIF
- iv) PNG
- v) BMP
- vi) DOC/DOCX (Microsoft Word)
- vii) XLS/XLSX (Microsoft Excel)
- viii) PPT/PPTX (Microsoft Powerpoint)
- ix) PUB (Microsoft Publisher)

FREQUENTLY ASKED QUESTIONS (FAQs)

1. How can I submit my order?
 - Send an email to orders@vulinedirect.com together with your Purchase Order and or Estimate containing your order information in a readable PDF attachment, artwork, and artwork instructions.
2. How much do I have to pay for shipping?
 - We offer Free shipping on 90% of our product line. You may refer to our website at vulinedirect.com to check items included for Free Shipping
 - Additional charges may apply for multiple drop ship locations.

- For international shipping, send an email to info@vulinedirect.com
3. Can I use my own account to ship my order?
 - Absolutely! You can provide us with your Shipping Information and we'll make sure to arrange the shipment with your preferred shipper.
 4. How can I track my order?
 - You will receive an email from us once your order goes into transit. You can use the tracking number or tracking link on that email to track your order.
 5. There's an issue with the order I received. What will I do?
 - We highly encourage our customers to check the items once it has been received to check for any issues or damages. Send any issues in writing along with images if available to orders@vulinedirect.com referencing your company name and PO# in the subject line for us to review the nature of the damage and determine applicable resolution within 30 days of purchase.
 - Vu Line Direct is not responsible for damages that occur from normal wear and tear, improper usage, and/or accidents.
 6. What type of artwork do you accept?
 - We highly prefer vector files in the form of PDFs. However, we can also accept raster images like JPEG as long as they meet our required resolution of 300 dpi. In some cases, 150 dpi is acceptable but will still depend on the item you are ordering. We will immediately reach out to you if your artwork cannot be used and we'll work with you to make sure you get the best print for your order.
 7. My file is too large to be attached to an email. How can I send the artwork to you?
 - You can send us the download link of your artwork via Dropbox, Google Drive, WeTransfer, or OneDrive. Make sure we are able to access the link and download the art. Otherwise, this might cause processing delays.
 8. My customer changed their mind and wanted to order a different product. Is it possible to change the order?
 - Yes, we can change your order to a different product as long as it is not yet sent to our production. Once your order is printed, we can no longer change or cancel your order and you will have to pay for the cost of the material used.
 9. My customer backed out and canceled their order. Can I cancel my order with you?
 - As long as the proof has not been approved and sent to production, we can still cancel your order. However, once your order is printed, we can no longer cancel your order and we will charge you the full cost.

10. What is your delivery lead time?

- Standard delivery time is 5-7 days
- Bulk Order Delivery time is 10-12 days
- Multiple drop shipping delivery time is 10-12 days
- We are not accountable for any delays that might occur during transit once the shipment has been handed to FedEx or UPS
- Shipments will have to go through customs clearance which should take no longer than 1 to 2 days but we cannot be responsible for any customs delay
- Possible delays from the above standard timeline could also occur mostly due to material stock-out situations and occasionally due to production bottlenecks & seasonal demands. In such cases, the customer would be kept informed during the process.

11. Do you offer rush orders and how much is the cost for rush orders?

- Unfortunately, we do not offer rush orders. Orders must be placed with us at least a week in advance if you have an expected In Hands Date.
- We cannot guarantee on-time delivery on orders placed, approved, or paid less than 7 days before In Hands Date as this is considered critical.
- Production begins after order confirmation and proof approval for Net30 Accounts and upon receipt of prepayment for Prepaid Accounts. Your order is printed at our warehouse overseas and production time takes 24-48 hours. Orders are shipped using a 2-day service and will have to go through customs clearance which normally takes not more than 1 to 2 days but we cannot be responsible for any customs delay. We are also not accountable for any delays that might occur during transit once the shipment has been handed to FedEx or UPS.

12. How can I make my payment?

- You can process your payment via Credit Card using the link found in your Invoice or via ACH Bank Transfer.
- Payments made thru Check Deposits take 2 weeks before posting and are not recommended especially for orders with In Hands Date.