

# Policies, Procedures & Terms

## Initiating Work or Requesting a Quote

- All requests for work or quotation needs to be accompanied by a formal Purchase Order (PO) or Request for Quotation (RFQ). Generic PO and RFQ forms can be downloaded at our website ([www.californiaapparelservice.com](http://www.californiaapparelservice.com)).
- In order for RFQ's to be responded to promptly, customers must provide complete description of work to be performed, fabric, tech packs, sample images, and any other information that will allow us to perform an accurate estimate. The timeliness of the RFQ response is dependent upon receipt of all information. We do not take rush quotes.

## Services

Our services are usually packaged in the following:

- *Design/Development:* we provide pattern-making, samples, pattern revision, and sample duplicates in any or all combinations as the customer requires. Grading and marking work can also be provided if requested.
- *Full package:* we provide all design, cut and sew, fabric, and any additional fabric/trim/send out work, and the customer is billed on a lump sum basis inclusive of all costs. Costs can be itemized for each portion of work—samples, grading/marketing, cutting and sewing, including fabric costs.
- *Full package, fabric excluded:* we provide all design, grading/marketing, cut and sew, and any additional trim/send out work, and the customer is billed on a lump sum basis inclusive of all costs. Costs can be itemized for each portion of work—samples, grading/marketing, cutting, sewing.
- *Cut and sew:* we provide only cutting and sewing work, with customer securing grading work elsewhere, and providing us with a final marker. Note: we do not double check markers done elsewhere. That is the sole responsibility of the customer.

The customer can choose what services California Apparel Service (CAS) will provide, and we are able to accommodate their particular situation. For example, if your pattern is complete, you can bring that to us and we can perform the grading, marking, cutting, and sewing. Or, if you have the pattern, grading, and markers done, you can bring the marker to us with your fabric, and we can perform the cut and sew work. The only work we do not do is cutting only.

## Scheduling and In-Process Work

Once pricing is agreed upon, work will be scheduled per customer request in the first available time slot. All fabrics, trims, labels, and other items necessary to complete the work need to be received by CAS before work can commence per the initial schedule—unless otherwise agreed upon between customer and CAS. The production schedule will be confirmed once CAS receives all materials in order to successfully complete the order.

***Any delays in material delivery necessary to complete the work will be reflected in an updated delivery date.*** It is the responsibility of the customer to provide all materials in a timely manner. ***CAS is not responsible for meeting initial deadlines if all materials needed to complete the work are not received at the commencement of the project.*** Any resumption of production will be scheduled at the earliest available time. If the customer's delivery dates cannot be adjusted on account of material delays, the customer will be billed overtime charges in order for CAS to complete the work accordingly. The customer is responsible for garment counts when there are

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in-process works, such as printing, embroidery, or dyeing. CAS will notify customer if there are shortages once garments are received back in the factory.

### **Receipt of Goods**

**All sales are final.** No returns are accepted. Returns due to manufacturing damage must be returned within 2 business days of receipt of goods with prior approval. CAS will fix all damages/repairs that originated from production only. There are no returns on garments altered, printed, or dyed in any way after the customer has taken receipt of the product.

### **Shipping**

The customer will need to set up a UPS account, and provide CAS the account information. CAS will use the customer's account when making shipments on the customer's behalf and/or during the process of production/development.

### **Payment Terms and Conditions**

California Apparel Service accepts works on these payment terms:

1. 50% deposit to commence work, upon agreement on pricing and receipt of a PO.
2. 50% + additional charges and in-process work upon delivery of product.
3. For longer production schedules, our payment schedule is: 50% to commence, 25% at 50% completion, and 25% upon pick up/shipment.
4. We do not offer terms. Terms are only offered on a discretionary basis, and are at the determination of CAS upon review of the customer's credit and payment history.
5. We accept payment in the following manners: cash, check, money order, and credit card. All credit card payments will have a 3% service fee.

For orders where CAS will be shipping the product, the customer will be required to send a check in advance of final product delivery. Credit card payment is also accepted for final payment before CAS releases the goods.

For production where CAS oversees additional work, such as fabric purchase, embroidery, printing, laundering, etc., **all expenses are to be paid immediately during the production order once we bill the customer.** The customer is required to provide a credit card number that CAS keeps on file for such purposes, and these additional charges will be paid for via credit card after an invoice has been sent to the customer. The only exception is when the production is a full package where all costs have been accounted for in the initial pricing.

If there are discrepancies in the packing list inventory and actual count, the credits or deductions will be carried forward into the next order, or CAS will issue a check to the customer to reconcile the difference.

### **Pricing Changes & Cancellation**

All prices are subject to change without notice. There is a 25% penalty on cancelled orders for private label. Due to the customized nature of apparel manufacturing, there is a +/- 3% allowance for final quantities delivered against quantity actually ordered. Shortages will be credited, and overages will be added to the final invoice. If the customer requires an exact amount, then the customer will provide a production order that compensates for the 3% variance.

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**Contracts and Non-Disclosure Agreements**

CAS signs non-disclosure agreements, so long as the customer agrees to hold CAS harmless in the event their idea or style is stolen by another party. CAS does not sign contracts, unless the customer agrees to the policies, procedures, and terms of this document.

**Fabric Storage**

CAS does not store customer fabrics at its facilities, unless it is for immediate production. We do not insure the goods or give yardage counts. We do provide roll counts. Upon production completion, the customer is responsible to pick up their excess fabric. Any fabric left beyond 30 days will be donated. CAS does charge a \$40 monthly fee for storing fabric at our facilities, for up to 5 rolls.

**Agreement and Consent**

I have read and agree to the policies, procedures, and terms of California Apparel Service. This document is not a contract, but simply states the process by which California and its customers agree to conduct business. There will be times when situations are out of control of both the customer and California Apparel Service, and both parties agree to work together to resolve the matter in a fair manner.

Please sign the below as acknowledgment of this document, and fax back to California Apparel Service at 714.549.9618.

**Client**

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Company

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Signature

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Name

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Title

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Date