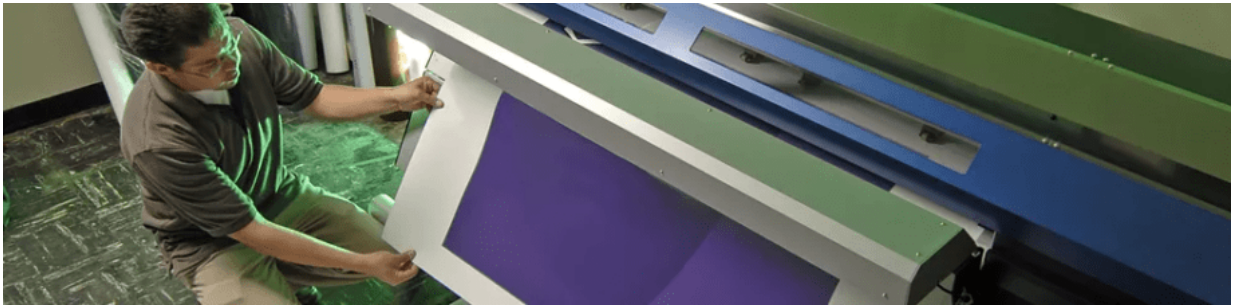


Visigraph

Signs, Banners, Decals and Displays

Terms and Conditions



Visigraph Refund and Exchange Policy has Helped us to an A+ Rating with the BBB

Visigraph is a wholesale to business company with a **minimum order of \$500 for new clients.**

We require a pre-production **prototype** to be printed for any refunds or exchanges. There is a cost to this, though in some cases it will be credited to your order.

Then, if we've done everything we were asked to do, including printing the job as approved via emailed proofing, and your decals, banners, displays, signs, or any other product that we have shipped you is not to your satisfaction, we'll replace it free of charge.

We know that you like to be treated like we like to be treated. Therefore, if there is anything amiss with anything you've received, please let us know and we'll make it right (subject to the previously mentioned terms).

Exceptions and Exclusions

Rush Orders:

When a client requires a rush order, which means we don't have time to send samples or prototypes, we can't be held responsible when, in the rare case that this might happen, a client is not satisfied with their choice of product.

Rush orders have the potential for a higher percentage of issues than standard orders, so our simple advice is to plan to purchase your graphics well ahead of your promotion or event to avoid the potential for mishaps.

Prototypes:

Because a prototype is a paid for sample, if the prototype is unsatisfactory, we don't offer refunds or exchanges.

Shipping Errors:

We cannot be held responsible for items lost by the shipper, whether it is FedEx, UPS, DHL, or the USPS if we have used the address as provided by you, the client. We will do our best to locate the missing item and get it to you, but if it is lost or delivered to the wrong address, we cannot bear responsibility for human error on the shipper's account.

Product Alterations:

We cannot be held responsible for items that are altered by our clients. If a product is unsatisfactory, return it immediately so we can either fix it or replace it.