

# Custom Order Terms

BY PLACING AN ORDER WITH rnr, LLC, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTAND, AND AGREE TO THESE ORDER TERMS AND CONDITIONS. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, DO NOT PLACE AN ORDER WITH rnr.

- 1. Artwork Files.** You are responsible for the accuracy of all trademarks, trade names, logos, statements, graphics, artwork, names, photographs, portraits, pictures or other intellectual property submitted to rnr for custom products.
- 2. Color Matching:** Even if you have specified a particular PMS color, custom production is based on the closest match for fabrics, art, seams, and stitch colors. Because of differences in computer displays, while we can match pantone colors, only a physical sample can provide confirmation of how product(s) will look when produced. You may request a physical sample for approval, although additional charges and an increase in production time may result.
- 3. Approval Process.** Once your design is completed, you will receive an email with a proof of your design. **PLEASE CHECK EVERYTHING CAREFULLY!** Once you approve the Design Plan, we will not be responsible for any errors in the approved artwork or on the finished products. In other words, your approval indicates acceptance of the design, colors, and other aspects of your unique, custom design.
- 4. Shipping and Arrival Times.** Manufacturing and shipping timelines and your resulting delivery date depend on when we receive both your approval of the Design Plan and required payments, if any, not when you place your initial order. Shipping transit times vary, and rnr assumes no responsibility for delays caused by shipping carriers, weather or any damages resulting from the failure to receive a job on time. Please contact your rnr customs representative for current estimated manufacturing and lead times.
- 5. Inspection, Refunds, Cancellations.** All custom sales are final. Refunds are only given for manufacturing defects. Upon receiving your order, it is your sole responsibility to inspect the products and report any damages or defects to your rnr customs representative within seven days. Cancellations of approved orders is in rnr's discretion and will be subject to any fees and costs incurred in processing your order.
- 6. Limitations.** We strive to provide the finest materials available to construct our products and make sure that they are the highest quality. We are not responsible for damages that are caused by personal wear and/or wear and tear that is caused from use or overuse. To be clear, our warranty does not cover damage caused by (a) accident, improper care, negligence, normal wear and tear, or the natural breakdown of colors and materials over extended time and use; (b) errors in file or logo submissions, spelling, punctuation, or grammatical errors made by you, inferior quality or low-resolution of images submitted by you, errors in Customer-selected options such as product type, size, finishing options, or quantity; (c) incorrect shipping address,

undeliverable packages, or other errors created by you; or (d) damage to the products arising after delivery to you.

- 7. Payment.** A 50% deposit is due to start production on all orders. Rnnr cannot be held responsible for missed deadlines if a deposit is not placed on an order within 48 hours of invoice. You are responsible for any sales tax due.
- 8. Use on rnnr Website.** You agree that rnnr may use and display finished products displaying your logos and completed project on rnnr websites and social media platforms. Any photos you provide of individuals wearing rnnr gear custom products may be displayed on the rnnr websites and social media. No royalties or license fees will be paid to individuals or companies.
- 9. rnnr Intellectual Property.** You hereby acknowledge and agree that all elements of the Design Plan, and that you may not use, distribute, or otherwise disclose the Design Plan to a third party for purposes of a third party using the Design Plan to create products for you. In the event of such a breach, you owe and agree to pay to rnnr damages in the amount of three times the purchase price of the products under the order for which rnnr created the applicable Design Plan.
- 10. User Comments, Feedback and Other Submissions.** All comments, feedback, suggestions, and ideas disclosed, or offered to rnnr may be used by rnnr in any medium and for any purpose worldwide. Only a company name, first name and general location (city, state, or country) will be used as identifying information. rnnr is not responsible for payment or compensations for any comments submitted

**Contact Information.** If you have any questions about your order, please reach out to [customs@rnnr.com](mailto:customs@rnnr.com).