



CUSTOMER-SUPPLIED EMBROIDERY GARMENT WAIVER

Expressions Custom Embroidery & DTF Print Shop, LLC

At Expressions Custom Embroidery & DTF Print Shop, LLC, we prefer to work on garments and items obtained from our trusted suppliers because those products have been tested for consistent embroidery results. When a customer supplies their own garment or item, fabric, construction, condition, and other variables can produce unexpected results.

Embroidery uses industrial equipment and needles. Possible issues may include needle damage, fabric holes, pulls, puckering, hoop marks, distortion, thread breaks, shifting, or other unforeseen results. Some materials may not be suitable for embroidery. Color, placement, or sizing may also vary slightly because of the garment's construction or condition.

If Expressions supplies the garment or item and it is damaged during production, we will replace it. **We cannot replace or reimburse garments or items that we did not sell or provide.** If a customer-supplied item is damaged or produces an unexpected result, the item will be returned as is.

By signing this waiver, the customer acknowledges these risks and releases Expressions Custom Embroidery & DTF Print Shop, LLC from responsibility for damage, defects, or unexpected results involving customer-supplied garments or items submitted for embroidery.

IMPORTANT - PLEASE READ

- **EMBROIDERY ONLY:** Expressions does not accept customer-supplied garments for DTF printing.
- **25% SURCHARGE:** A 25% surcharge applies to embroidery orders using customer-supplied garments.
- **NO REPLACEMENT:** Customer-supplied garments are not eligible for replacement or reimbursement if damaged during production.
- **INSPECTION:** Customers should inspect all items before drop-off. Expressions is not responsible for pre-existing defects, stains, damage, or garment flaws.

CUSTOMER AGREEMENT

- ☐ I have read and understand the terms of this Customer-Supplied Embroidery Garment Waiver.
- ☐ I understand that a 25% surcharge will be added to my embroidery order when I provide the garment(s) or item(s).
- ☐ I confirm that I have inspected the supplied garment(s) or item(s) and disclosed any known defects or concerns.
- ☐ I authorize Expressions Custom Embroidery & DTF Print Shop, LLC to embroider the supplied garment(s) or item(s).

Company/Organization: _____

Print Name: _____

Signature: _____

Date: _____