



Velocé Speedwear  
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## Velocé Speedwear 2009 Policies

### ***Florida State Taxes (Custom & Velocé Collection Products)***

- Any retailer will be exempt from paying taxes if a copy of a verifiable Florida Tax ID# is provided. All other orders shipped within the state of Florida will be subject to applicable state and local taxes.

### ***Custom Payments & Deposits***

- Non-refundable 50% deposit is needed at the time the order is placed. This deposit payment can be made by Check, Certified Check, Money Order, Wire Transfer or Credit Card (MasterCard, Visa, Discover, and American Express).
- The final balance on the order will include your shipping cost. The balance can be paid by Check, Certified Check, Money Order, Wire Transfer or Credit Card (Master Card, Visa, Discover, and American Express).
- The order will not be processed or shipped until the transaction is approved. Please call for Wire Transfer instructions.
- When using a credit card for initial deposit, sample or the final payment, please submit a copy of the Credit Card Authorization Form. This includes a signed and dated release allowing us to charge the card.

### ***Custom Production***

- Velocé Speedwear allows up to 10% variation on the artwork, due to chemical changes at the time of the sublimation process, or due to unforeseen circumstances.
- Turn around time for order is 6 to 8 weeks from the time the order is processed, and the time the order is ready to be shipped.

### ***Custom Samples***

- Sizing samples will be sent to each customer when a completed Fit Sample Order Form is submitted via fax or mail (credit card authorization form must be included.) Samples will not be billed if the products are returned within 30 days.
- Sizing samples must be returned in excellent condition. Any lost or damaged sizing samples will be charged to the credit card on file.
- Samples will be sent ground at no cost. If other shipping priority is needed it will be responsibility of the customer. Return shipping costs will be the responsibility of the customer.

### ***Custom Sizing***

- Our goal is that everyone receives apparel that replicates as closely as possible the sizing samples. Our sizing is based on the measurements specified on our sizing chart. We allow up to 1/2" variable tolerance on every item since all of your apparel is being made by hand (Per the apparel industry standard).

### ***Warranty (Custom & Velocé Collection Products)***

- Velocé Speedwear will repair or replace anything that fails from workmanship or defective materials, within one year of the purchase date. If the product was purchased through a retailer please make sure you have a copy of the receipt.
- When returning any item for warranty please contact us at info@velocespeedwear.com or toll free at: 800-594-3331.
- Any items returned to us for inspection or repair will be refused if they are not laundered.
- Please include a concise note as to the nature of your return, your complete shipping address and phone number so that we can contact you if necessary.
- Shipping to Velocé Speedwear is the team's responsibility. Velocé Speedwear will return the items sent at no cost to the customer.