

## Conditions de Vente, Livraison et de Paiement

**The following vector files are accepted:** PDF, AI, CDR, EPS, preferably converted to PDF.

We do not accept SVG files.

JPG, PNG, BMP, PSD files are not vector files.

Photos taken with a smartphone and/or a camera are not accepted.

If you do not have the appropriate format, we can make a quote to convert the image into the appropriate format. For all other information, please do not hesitate to contact us:

[infoalpinegroupe@gmail.com](mailto:infoalpinegroupe@gmail.com) - [info@vetementspersonnalises.com](mailto:info@vetementspersonnalises.com)

For the reproduction of logos, energy drink brands or brands of well-known products a liability waiver may be required.

The price is based on the base graphics on our website, with the modification of colour and addition of logos, names, numbers, designs etc.

It is possible to create the graphics from scratch or from files sent by clients, publicity agencies, promotion and marketing firms etc. Once received, our graphics student will evaluate their feasibility.

For this type of personalisation, a charge for the treatment of graphics might be required.

**OUR BRAND WILL ALWAYS BE VISIBLE ON THE FRONT, BACK AND SLEEVES OF THE ITEM YOU HAVE CHOSEN.**

**ATTENTION:** To produce one sole item, a contribution will be required for the elaboration of the graphics.

**ATTENTION:** All graphics sent to us must be vector files. Five changes are included in the price of the draft project. 6 or more will require a 10,00€ charge for each additional modification.

Regarding, dimensions, distance between logos, text etc. We have over 12 years' experience working in this area and an extensive portfolio of products.

**PAIEMENT:** From the approval of the final project, ready for print a deposit of 50% of the total bill is required. On receipt of the deposit, production will start. The remaining 50% of the bill is due once the product is ready.

The shipping/delivery of the product will be made only after receipt of the total amount.

**ATTENTION:** For amounts less than €399.00 + TVA, Full pre-payment is required.

For urgent production within 10 working days, there is a 20% surcharge and pre-payment is required for small quantities.

## **PRODUCTION TIME AND DELIVERY**

An estimate of 20 to 30 working days is required from the written approval of the digital mock-up, the down payment and balance upon completion of production.

Delivery/shipping of the product will not take place until receipt of the full balance.

**ATTENTION:** Our responsibility for the production and delivery of the products expires as soon as the products are taken by the courier, and in no circumstances can we be responsible in case of late delivery or no delivery. Delivery charges are always excluded from the quote unless otherwise indicated. The goods are transported at the risk of the client. The shipment is insured to a value corresponding to the final bill.

**ATTENTION:** Production through sublimation printing is subject to thermal, climatic and environmental variations. Please note, that in the case of repeat orders, it is not always possible to guarantee an exact reproduction of colours in relation to the preceding order. We therefore recommended that you order a few extra items.

**ATTENTION:** Please note that it is the responsibility of the client to carefully verify the final digital mock-up. ALPINE GROUPE S.A.S will not be held responsible for any errors once the client has given approval of the final digital mock-up.

Please also read our contractual conditions that can be consulted and downloaded from our website.