



312-801-5945 (Kwik)
815-828-0606 - Fax
orders@stitchkwik.com

CHICAGOLAND'S BEST CONTRACT EMBROIDERER

www.stitchkwik.com

Welcome

To help us insure your order is shipped as requested, please be advised that ALL and CORRECT garments MUST ARRIVE up to 1 day prior to your scheduled production date. Please NOTE, incomplete receipt of your garments will result in an automatic reassignment of your production date. All garments are checked in and steamed, folded and poly bagged free of charge. Unless, otherwise requested.

Department of Revenue Certificate of Resale form - Please also find the Department of Revenue Certificate of Resale form CRT-61. We will require that this form be completed and returned prior to any pending order's shipments. If we do not receive a signed CRT-61 then your order will be assessed Illinois sales tax 8%. This applies to all in and out of state customers.

Virtual Proofs/Sew outs – Stitch Kwik sends sew out proofs to ensure accuracy of art as supplied by the customer. The final sew out we send you is the best based on our experience that will be allowed to fit your production time. We always sew out our digitized file, re adjust if needed and sew out a final sample. We will sew out 1 free sample of your existing supplied .dst file not digitized by Stitch Kwik. It is up to the customer to review these proofs with great attention to detail to guarantee they are correct before approving. If additional sew outs are requested a charge of \$10.00 may apply. Stitch Kwik is not responsible for errors in approved designs. **Please approve sew outs A.S.A.P.**

Order Approvals and Payments – Invoices are created before production, with a calculated total payment price and Emailed to the customer at the order entry stage of the process. Please review the invoice for accuracy and confirm via fax or e-mail that all the information is correct and approved. Stitch Kwik must receive a signed Sew out approval and estimated payment before the order can proceed to production.

Cancellations – Order cancellations must be confirmed via e-mail. Cancellations will not be accepted for orders that have already been produced. For non-produced cancellations, any associated costs leading up to the production of your order will be charged accordingly.

Production Time – Production time begins once we have a complete purchase order, approved sew out file and your orders garments are checked in and match your purchase order.

Dispute of Quality – Claims must be made within 15 days of receipt of merchandise.

Spoilage Rate - Stitch Kwik is not responsible for spoilage up to 2% of orders or Minimum 1 piece. Blanks must be provided to cover the spoilage rate of the TOTAL order for EACH size, style and color. Please call with questions.

Shipping Charges – We Prefer to use YOUR UPS or Fed EX shipping number or will add 5.00 shipping and handling for using or shipper number.

Handling Fees – Any order that requires a multiple shipping location is charged 3.00 per additional location.

Shipping Insurance – All orders will be insured at a declared value of \$8 per piece unless otherwise instructed.



26224 S. Evergreen Lane, Channahon, IL 60410 (312) 801-5945 ask for Mark