

Warranty

A 30-day repair warranty begins at day of delivery. This warranty covers defects, finish, or minor damage due to delivery. This warranty ends after 30 days from the date of delivery. After 30 days repair costs may vary depending on damage. Customer is responsible for all delivery charges. I have not sell extended warranties. This warranty does not cover damage to glass, or to fabric cover on backer boards. Glass and backer board replacement is as follows:

Glass replacement –

- The AF Logo flag case glass replacement is \$50.
- The Retirement flag cases for 6' x 9' flags glass replacement are \$35.
- Smaller flag cases for 3' x 5' flags glass replacement is \$25.

Fabric backer board replacement is \$25 flat fee for all sized backer boards. This includes Velvet, Felt, BDU, or Blue's material. And includes new ¼" Foam underlay.

Refunds

I have a strict NO REFUND policy. After a design is agreed upon between the customer and I, I will go to work on the agreed upon design. I will email digital photos of the design as it is in work at no additional charge. This way the customer can see and make changes to the direction the project is going. Please remember, much time and talent takes place from creating a design, and making a one of a kind custom project. I cannot afford to offer refunds.

Deposits

Large projects, \$300 and above, will require a 50%, non-refundable, deposit from the customer. This is to cover material expenses, and security of transaction. Upon notification of project completion the remainder is due. I will not deliver the project until the full amount is paid. After 30 days of notification of project completion, I do not receive the total due, I will not refund the initial deposit, and I reserve the right to sell the project to another customer at full price.

Please print and sign and date this document before project consultation. This is kept as a record to show that both parties agree to above Terms.

Customer Signature: _____ Date: _____

Randy's Signature: _____ Date: _____