

SASKUATCH OUTFITTERS, LLC d/b/a SASKUATCH CUSTOMS

UNIVERSAL TERMS & CONDITIONS

1. PAYMENT REQUIREMENTS

- All invoices must be paid in full before any production, creative work, branding, or manufacturing begins.
 - Any delays in payment will delay all timelines, estimates, and order progression.
 - The \$150 design consultation fee (if applicable) is non-refundable and credited toward the final order.
 - Chargebacks and payment disputes are strictly prohibited. Any attempt to reverse or dispute payments constitutes a breach of contract.
-

2. PRODUCTION TIMELINES & ESTIMATED TURNAROUND

All production timelines are estimated and may shift based on client approvals, design changes, material availability, holidays, manufacturer delays, or events outside our control.

Estimated Production Windows:

- Custom Hats: 60 - 90 business days
 - Custom Apparel: 30 - 60 business days depending on category
 - Branding, Logo, Identity, & Website Work: 30 business days per phase

 - Client delays in approving mockups, colorways, artwork, or revisions will extend all timelines.
 - Saskuatch is not responsible for delays caused by third-party manufacturers, freight carriers, customs, material shortages, weather, or force majeure events.
-

3. APPROVALS & CLIENT RESPONSIBILITIES

- All digital mockups, proofs, design drafts, and specifications must be approved in writing prior to production.
- The client is fully responsible for verifying all spellings, colors, placements, and artwork accuracy before approval.
- Once approved, designs, colors, materials, quantities, and specs are locked.
- Any post-approval changes (if allowed) will incur additional costs and extend timelines.
- If the client fails to respond or approve required materials within 7 business days, Saskuatch may pause the project; no refunds will be issued for inactive or stalled projects.

4. CANCELLATIONS & REFUND POLICY (STRICT & NON-NEGOTIABLE)

a. ALL ORDERS ARE NON-REFUNDABLE

- All orders are 100% non-refundable for any reason once the order has been initiated.
- All projects are custom-made and cannot be resold, repurposed, or redistributed.

b. EXCEPTION — VERIFIED MANUFACTURING DEFECTS (REFUNDED ONLY)

- Only the defective item(s) will be refunded.
- The exception applies only if Saskuatch identifies a verified manufacturing defect during internal inspection before the order is delivered, shipped, or picked up by the customer.
- Determination of defects is made solely by Saskuatch.
- No defect claims or refunds will be accepted once the order is received by the customer.

c. CANCELLATION REQUEST — DOES NOT VOID ANY PAYMENTS MADE

- A cancellation request does not change, reduce, or cancel any payments made or owed.
- All payments remain due in full.
- No refunds or partial refunds will be issued.
- Saskuatch will complete and deliver the order exactly as approved.

5. QUALITY CONTROL

- All items undergo internal inspection before delivery or shipment.
- Minor, commercially acceptable variations in stitching, color, placement, texture, or sizing may occur and are not considered defects.
- Only verified manufacturing defects qualify for refund under Section 4(b).
- A tolerance of up to 5% variance in all specifications is considered standard.

6. SHIPPING & ADDITIONAL COSTS

- Shipping is estimated; if carrier rates exceed the estimate, the customer is responsible for the difference.
 - Saskuatch is not responsible for shipping transit delays or carrier errors.
 - Third-party costs such as hosting, domains, printing, or specialty materials are not included unless explicitly stated.
-

7. REVISIONS & ADDITIONAL FEES

- Reasonable revisions are included unless otherwise specified; excessive or out-of-scope changes will incur additional charges.
 - Additional mockups, edits, premium materials, specialty patches, or upgrades may require added fees.
 - Rush production, if available, includes a 15% or higher surcharge depending on capacity.
-

8. INTELLECTUAL PROPERTY & RIGHTS

- Clients are responsible for ensuring all submitted artwork, logos, and content are legally owned.
 - Saskuatch is not liable for trademark or copyright violations caused by client-submitted content.
 - Internal branding elements remain unless otherwise agreed.
 - Saskuatch may display completed work for portfolio and promotional purposes.
 - Final ownership of branding assets transfers upon final payment.
-

9. STORAGE, PICKUP & ABANDONMENT

- Completed orders must be picked up within 30 days or storage fees may apply.
 - Orders not collected within 90 days are considered abandoned with no refund or compensation due.
-

10. RIGHT TO REFUSE SERVICE

- Saskuatch reserves the right to refuse any order for any reason, including offensive content, trademark concerns, or inappropriate client conduct.
-

11. JURISDICTION & VENUE

- All disputes shall be governed by Texas law and resolved exclusively in Comal County, Texas.
-

12. ACCEPTANCE OF TERMS

- By paying an invoice, approving a mockup, submitting artwork, or initiating a project, the client agrees to all terms stated herein.