
Digital Visual Proof Policy

At Promotional Product Inc., customer satisfaction is our top priority. To make sure every order meets your expectations, we require you to review and approve a digital visual proof before production begins. A visual proof is a digital preview showing the placement of your artwork on the promotional product you selected.

1. Proof review

- Please check every part of the visual proof, including artwork placement, product colors, imprint colors, text and dimensions.
- The visual proof shows logo placement, imprint size and layout. Final colors and materials may vary slightly because of printing processes and material differences.
- Screens may not show colors accurately, especially metallic inks or Pantone (PMS) colors. Refer to a Pantone color book for accurate color.
- Variations such as imprint alignment (up to 3/16"), laser engraving tones or 4-color process printing differences are normal and are not defects.
- Please make sure the item color and imprint colors you chose meet your expectations. Promotional Product Inc. is not responsible for logo visibility issues once the order is delivered.

2. Approval confirmation

- You approve by signing this proof online and accepting this policy.
- Please approve within the time given so production is not delayed.

3. Revisions

- Revisions are free on request. They may affect the production timeline and your delivery date. To request changes, choose "Not approved – I want changes and a new proof" and describe them.

4. Production after approval

- Production starts only after we receive your approval.

5. Changes to your order

- Once we receive your signed visual proof, your order is final and moves into production. From then on the order cannot be cancelled and changes can no longer be made. This is when we charge your order.

6. Liability

- Promotional Product Inc. is not responsible for errors in approved proofs, including spelling mistakes, design placement or artwork issues. Please make sure every detail is correct before you approve.

7. Policies and procedures

- For more detail, see our Terms and Conditions and Return Policy on our website, or call us at 1-888-212-5501.