

RUSH ORDER POLICY

NOVEMBER 2025

Need your order fast? We understand! However, due to high order volumes, we cannot delay or rearrange existing orders without impacting our long-standing clients. To accommodate urgent requests while maintaining our commitment to on-time delivery for all customers, we have implemented a Rush Order Policy.

Rush orders require increased working hours, additional labor costs, and higher operational expenses. Therefore, a surcharge applies.

RUSH ORDER SURCHARGE

20%

Added to unit price after branding

TERMS & CONDITIONS

- 1 Defect Allowance:** Due to the accelerated process, there may be an average defect rate of up to 5% on product quantity. Defective items will not be added to your invoice — you only pay for what you receive.
- 2 Acceptance:** Rush orders are considered accepted only after you approve the graphic mock-up.
- 3 Design Changes:** Any changes to the product design will reset the approval timeline and may affect delivery.
- 4 Product Restrictions:** Some products cannot be processed as rush orders. Please confirm eligibility with your account manager.
- 5 Re-Quotation:** Requesting a rush order requires a new quotation and acceptance phase.

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| Surcharge +20% | Defect Allowance Up to 5% | Delivery 24-72 Hours* |
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* Delivery time depends on product type and quantity

Have questions? Contact your Account Manager for assistance!



Check our **UP-TO-DATE** product catalogs
www.tepee-x.com/giveaways