

TERMS&CONDITIONS OF THE “ADD YOUR LOGO” SERVICE

1. SPECIAL FEATURES OF PERSONALISED PRODUCTS

The Client can add their own text and/or logo to the Product, to increase its personalisation. They can add their name or their brand name, certain types of images and logos, or a creative text, according to their own preferences. In any case, Jakala reserves the right to remove texts which use inappropriate language, or texts and logos which include the names of competitor brands or companies. As well as this, our system makes it possible to create personalisations within specific limits of technical feasibility (see paragraph 3 *Technical requirements*). The Jakala Customer Service checks the viability of the personalisation chosen, and informs the Client if any of the problems identified are sufficiently critical to necessitate modifying the texts and/or logos chosen for the personalisation.

It is forbidden to use, upload, post, copy or otherwise include names, words or phrases that fall into one of the following categories:

- a. Which consist of or include the name or nickname of a famous person (dead or alive);
- b. Which break or infringe intellectual property rights or trademarks of third parties;
- c. Which contain messages that are threatening, that incite to violence, or that are defamatory, obscene, instigatory, discriminatory, sexually explicit or otherwise prohibited by law.

Jakala reserves the right to refuse to use any name, word or phrase (or combination of these) included in one of the categories mentioned above, or which for other reasons we believe is unacceptable. A decision to this effect will result in the cancellation of the part of the order concerning the request for personalised elements.

Note: by placing an order for Personalised Products, the Client consents to:

- a. Declare and guarantee that no name, word or phrase used, loaded, sent, copied or otherwise included in their Personalized Product falls into one of the categories named above;
- b. Absolve and hold harmless Jakala and its affiliated companies from any cost, expense, damage, loss and liabilities that may be incurred by Jakala or its affiliated companies as a result of using any name, word or phrase employed, uploaded or otherwise made visible by the Customer (including when used by them for their Personalised Product);
- c. Guarantee Jakala and its affiliated companies the global, non-exclusive, irrevocable and royalty-free right – entirely transferable for third party use – to reproduce, disclose and modify names, words or phrases sent by the Client for the purpose of personalising and completing their order.

Consequently, since the order concerns Products created or adapted according to the specific indications of the Client – in other words, Personalised Products – the Client has no right to withdraw or cancel, nor to be refunded or compensated.

2. APPROVAL OF GRAPHICS

Jakala requires the Client to approve the graphics of their chosen personalisation, confirming that the execution of the graphic images and/or texts is suitable and that it complies with the Clients requests. This approval exempts Jakala from any liability for errors and omissions and for any discrepancy between the supplied product and the model/sample used by the Client to define the product when making the order.

Should it be necessary to make changes to the texts and/or images for the reasons listed in paragraph 1, Jakala undertakes to provide the Client with all the necessary indications to provide them with suitable materials for creating a high quality graphic design and, consequently, a Personalised Product conforming to the current Conditions of Sale. The Client has the right to request a modification of the graphic project (pending approval), at no additional cost, for a maximum of three times. For each subsequent change requested, a service charge of €25 will be applied. If the graphic design is not approved by the Client even after a third modification, the Client may decide whether to receive the Product without Personalisation, or to receive the Personalised Product in one of the three forms already submitted for their approval, at the sale price displayed at the time of order. Alternatively they may seek further changes, at the cost of €25 for each new request. Their decision must be communicated in writing.

The eventual approval of the graphic project must be confirmed in writing. If the Client fails to send written approval of the graphic project within 7 working days of its arrival, having received reminders from our Customer Service, this will lead to the cancellation of the personalised part of the order, but not the rest of it. Once the order has gone into production, no further changes may be made.

3. TECHNICAL REQUIREMENTS

Requirements for technical feasibility and for the creation of a high quality product:

- a. Image formats: .eps / .ai / .jpg / .png from 300 dpi upwards
- b. Fonts for text: Gill Sans
- c. Colours: white black; four-colour process (no Pantone etc.); images without shading or shadows

4. TIMING

Process duration for personalisations is 10 working days, from the Client's approval of the graphic project (transport excluded).

5. PERSONALISABLE PRODUCTS AND TECHNICAL NOTES

Technical pairing of personalisation with product and position:

- Work Jacket: directly embroidered on chest (right side of garment as worn. Aligned with existing Brand logo)
- Sweatshirt (blue/white): directly embroidered on chest (left side, heart-height)
- Sweatshirt (blue/pale blue): directly embroidered on chest (right side of garment as worn. Aligned with existing Brand logo)
- Polo neck: directly embroidered on chest (right side of garment as worn. Aligned with existing Brand logo)
- T-shirt: direct digital print (right side of garment as worn. Aligned with existing Brand logo) – We advise washing at temperatures not above 30°C.

Type of personalisation:

1. Logo only (personalisation always the same, repeated various times)
2. Logo + Name (personalisation always different, due to variation of name)
3. Only Name (personalisation always different, due to variation of name)