

ORDER PROCESSING

- ◆ Please allow five (5) business days for processing your order (both on-line, phoned-in, or faxed in orders).
- ◆ If paying by check, funds verification will take additional time.
- ◆ Additional time may be required if there are issues with your order. Chef Works will contact you as soon as possible with any questions. We rely upon you to respond to our inquiries. Once you have responded, the five (5) business day processing will commence.

TO ORDER

- ◆ Call toll free (800) 372-6621. Our corporate office is open Monday through Thursday 6AM-5PM PST and Friday 6AM-4PM PST.
- ◆ Fax your completed order form to (858) 643-5624. Our fax line is available 24 hours a day, 7 days a week.
- ◆ Website: www.chefworks.com.
- ◆ Mail your completed order form along with payment or method of payment. If paying by personal check please include your phone number, driver's license number, state, and license expiration date.

Mail to:

Chef Works
12325 Kerran St
Poway, CA 92064-8837
USA

TERMS

- ◆ Net 30 days on approved business accounts.
- ◆ Visa, MasterCard, and American Express accepted.
- ◆ No minimum quantity except where specified.
- ◆ \$25 service charge on all returned checks.
- ◆ No CODs.

SHIPPING

- ◆ Once order has been processed, allow five (5) business days for UPS Ground Shipping.
- ◆ Shipping times are not guaranteed and can fluctuate depending on unforeseen circumstances or severe weather conditions.

BACK ORDERS

Chef Works carries large inventories in stock. However, occasionally a shortage will occur. It is our policy to fill back orders as soon as the merchandise is available, unless otherwise specified at time of order.

RETURN POLICY

- ◆ Chef Works will gladly accept the return of any product that has not been embroidered, worn, damaged, altered, or laundered. Product must be returned within 30 days of receipt of goods.
- ◆ A Return Authorization (RA) number must be requested within 15 days after receipt of goods. This number can be obtained by calling our Returns Department at (800) 372-6621 or by emailing returns@chefworks.com. This RA number must be placed on the outside of all returned packages, or shipment may be refused.
- ◆ Customers are responsible for return shipping charges. These charges are not refundable.
- ◆ All returns are subject to a 15% restocking fee.
- ◆ Chef Works does not issue call tags.
- ◆ If you have any questions or need assistance, please contact Customer Service at 1-800-372-6621.

EMBROIDERY/SPECIAL ORDERS

- ◆ Please allow an additional 7-10 on all embroidery and special orders. Then add 5 days for shipping.
- ◆ Embroidery/Trimmed/Special Orders are non-returnable.
- ◆ We also do trims (horizontal & vertical) and piping color changes.
- ◆ Silk Screening. If you would like a garment silk screened, please contact us. Price will depend on colors and quantity.
- ◆ Embroidery Information can be found at the back of the catalog or on our website www.chefworks.com.
- ◆ When specifying colors such as blue or green, please let us know what shade of that color, i.e. Midnight Blue, Royal Blue, Hunter Green, Kelly Green.
- ◆ If any item on this order form is being embroidered, please complete the below information and return with your order.

EMBROIDERY is available on all aprons, hats, and coats for \$4 per line, \$7.50 for a standard sized logo. Digitizing Fee for a logo is \$75 (one-time). If you are digitizing a logo, please email a .jpg of your logo; specify pantone/pms/maderia colors. Email to embroidery@chefworks.com. If you already have a .DST file, please email that file. If it is a digitized logo, no digitizing fee will apply.

Unless otherwise specified, embroidery will be centered over the pocket on coats, centered on bib aprons, centered on the front of baseball caps, and centered on the band of chef hats. On Item 6277, Flexi-fit baseball hats, embroidery can only go on the side (not the standard front).

About our thread: We use Madeira Poly-Neon thread. We use this brand because it is the ideal thread for items that require frequent or heavy-duty washing or laundering.

Recommendations from our Embroidery Department:

- ◆ On Item 6277, Flexi-fit baseball hats, embroidery can only be on the side (not the front).
- ◆ Logos on hats can only be 2" or less to fit the hats.
- ◆ If you are digitizing a logo and know it is going on a hat, please specify that when emailing your logo.
- ◆ Sewing on the right side of the following jackets is not recommended: PCDF, BLDF, ECDF.
- ◆ Please watch when putting logos / embroidery on chef coat sleeves. The left sleeve generally has a thermometer pocket.
- ◆ Athletic Script and Capital Script take the letter Q and covert it to a number 2. If you would like a script for a name with a Q in it,

EMBROIDERY INSTRUCTIONS

Special Instructions 1: _____

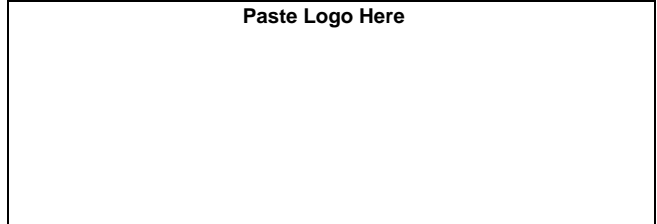
Special Instructions 2: _____

Logo: _____ Right Breast Left Breast

Check here if logo is on file: _____

Color of Embroidery for Logo: _____

Pantone/PMS Colors: _____



I hereby authorize Chef Works to match the colors of our logo to the best of their ability and hold them harmless for any problems or issues therewith. Initial Here: _____

Embroidered Text:

*Embroidery lines may have a maximum of 21 characters (this includes spaces). Please print in ALL CAPITAL LETTERS.

First Line: _____

Right Breast Left Breast

Second Line: _____

Right Breast Left Breast

Third Line: _____

Right Breast Left Breast

Color of Embroidery for Text: _____

Please be specific (example: Green = Kelly Green, Forest Green, Midnight Blue)

Pantone / PMS Colors: _____

FONT STYLES "City Script"

- | | | | | | |
|---------|------------------------|--------------------------|---------|-----------------------|--------------------------|
| Style 1 | Athletic Script | <input type="checkbox"/> | Style 2 | Century CP | <input type="checkbox"/> |
| Style 3 | Cajun Block | <input type="checkbox"/> | Style 4 | Capital Script | <input type="checkbox"/> |
| Style 5 | Block Spanish | <input type="checkbox"/> | Style 6 | PLAIN BLOCK | <input type="checkbox"/> |

Quantity: _____ Item #: _____ Size/Color: _____

Quantity: _____ Item #: _____ Size/Color: _____

Quantity: _____ Item #: _____ Size/Color: _____

I hereby Acknowledge and Agree to the above Embroidery Instructions. I understand that there are no exchanges or refunds on Altered or Embroidered Items.

Signature _____

Date _____