

Sample Approval, Returns & Claims Policy

At ProScarves.com, we manufacture custom-made scarves and other knitted products according to our customers' individual designs and specifications.

Because each order is produced specifically for the customer, our production process includes a sample approval stage before mass production begins. This process is an important part of ensuring that the final products meet the customer's expectations and that the approved design is reproduced correctly.

1. Sample Approval Before Production

Before starting mass production, ProScarves prepares a production sample based on the customer's approved design and specifications.

Depending on the customer's preference, we may provide:

- a photo of the finished sample for approval, or
- a physical sample, which can be sent to the customer at an additional cost.

Mass production starts only after the customer has approved the sample.

The sample approval process gives the customer an opportunity to carefully review the actual knitted product before production of the full order begins.

2. What the Customer Should Check

The customer is responsible for carefully reviewing the sample before approving it for production.

We strongly recommend checking all visible elements of the sample, including in particular:

- spelling and text,
- letters, numbers and names,
- logos and their individual elements,
- colours,
- positioning and proportions of graphic elements,
- overall design and layout,
- dimensions and other relevant product specifications.

The customer should compare the sample with the original approved artwork and confirm that the sample corresponds to the intended final product.

An approval such as **“Approved”, “OK”, “Approved for Production”** or an equivalent written confirmation means that the customer accepts the sample and authorises ProScarves to proceed with mass production based on that approved version.

3. Errors Found in the Sample Before Production

If the sample does not correspond to the previously approved artwork due to an error made by ProScarves, the customer should notify us before mass production begins.

Examples may include:

- an incorrect letter or word compared with the approved artwork,
- an incorrect colour resulting from an error on our side,
- an incorrectly reproduced part of a logo,
- an incorrectly positioned or otherwise incorrectly reproduced design element.

In such cases, ProScarves will correct the issue and prepare a new sample for approval.

A replacement sample resulting from an error on the part of ProScarves will not be charged to the customer.

4. Changes Requested by the Customer

If the sample has been produced correctly according to the approved artwork, but the customer subsequently decides that they would like to change the design, this is considered a **customer-requested design change**, not a production error.

This may include requests to:

- change text or lettering,
- change colours,
- modify a logo,
- change the position or size of an element,
- add or remove an element,
- change the overall design,
- make any other modification to the approved artwork.

If a new sample is required as a result of such a change, an additional sample fee may apply.

Mass production will proceed only after the revised sample has been approved by the customer.

5. Customer Approval and Responsibility

Once the customer has approved the sample, ProScarves will use the approved sample and the corresponding production program as the basis for mass production.

The customer is therefore responsible for carefully reviewing and approving the sample before production begins.

This includes confirming that all text, logos, colours, graphic elements, dimensions and other visible details are correct and meet the customer's requirements.

The purpose of the sample approval process is to allow any such issues to be identified and corrected before mass production begins.

6. Production in Accordance with the Approved Sample

Once a sample has been approved, the mass production is manufactured using the production program from which the approved sample was made.

If the mass-produced products correspond to the approved sample, a subsequent change of opinion regarding the design does not constitute a production defect.

For example, a claim will not be considered a manufacturing defect where:

- a spelling or lettering issue was already visible on the approved sample,
- a colour was already shown in the same way on the approved sample,
- a logo or part of a logo was reproduced in the same way as on the approved sample,
- the customer subsequently decides that they prefer a different design,
- the customer expected a different appearance despite having approved the sample.

In such circumstances, the products have been manufactured according to the version approved by the customer.

7. Claims for Manufacturing Errors or Non-Conformity

ProScarves will accept and investigate claims where the delivered products are defective or do not correspond to the approved sample.

This may include situations where:

- the mass-produced products differ materially from the approved sample,
- the production was made using an incorrect version of the approved design,
- an error appears in mass production that was not present in the approved sample,

- the products are damaged or defective,
- another material manufacturing defect has occurred during production.

In such cases, ProScarves will assess the claim and, where the claim is accepted, determine the appropriate solution depending on the nature and extent of the issue.

This may include:

- producing a replacement batch,
- reproducing the defective part of the order,
- repairing defective products where technically possible,
- or agreeing another appropriate solution with the customer.

Depending on the circumstances, we may request that the affected products be returned to us for inspection.

Where a return of the entire order is not necessary, we may agree with the customer that the products remain with the customer while ProScarves produces a replacement or corrected batch.

8. How to Submit a Claim

Any claim should be submitted in writing and should include sufficient information for us to investigate the issue.

Where possible, the customer should provide:

- the order number,
- a description of the issue,
- the quantity of products affected,
- photographs clearly showing the alleged defect or discrepancy.

We may request additional photographs, information or samples if necessary to properly assess the claim.

9. Returns of Custom-Made Products

Our products are manufactured specifically according to each customer's individual design and specifications.

For this reason, correctly manufactured custom-made products cannot be returned simply because the customer has changed their mind or subsequently prefers a different design, colour, text, logo or other specification.

This does not affect the customer's right to submit a claim where the products are defective or materially different from the approved sample.

10. Our Production Guarantee

Our commitment is straightforward:

We manufacture the final order according to the sample approved by the customer.

If we make an error during mass production and the delivered products do not correspond to the approved sample, we will work with the customer to resolve the issue appropriately.

If the products have been manufactured correctly according to the approved sample, any subsequent change of preference or design does not constitute a manufacturing defect.

11. Approval Records

Customer approval may be provided by email or by another written method agreed between the parties.

ProScarves may retain the approved sample, photographs of the sample, artwork and the customer's written approval as part of the order documentation.

These records may be used to establish the version of the product that was approved before mass production.

12. Contact Us

If you have any questions about our sample approval process, returns or claims, please contact our team before placing your order or before approving your production sample.

We are always happy to clarify any aspect of the design or production process before mass production begins.