TERMS & CONDITIONS

Last Updated: October 2026

Welcome to Ember & Encore. By using our website, shopping an online storefront, or placing an order, you agree to the following terms.

Orders & Payment

Payment is required before an order enters production. Please carefully review your order, sizing, personalization, and other details before submitting.

Once an order enters production, **changes and cancellations are not possible and all sales are final. No refunds or exchanges will be issued.**

If an item arrives damaged, defective, or incorrect due to a production error, please contact us promptly so we can review the issue and provide an appropriate resolution.

Online Storefronts

Our storefronts operate within designated ordering windows and must close before orders move into production. Stores may be reopened for additional ordering periods.

Products, pricing, availability, and ordering periods may vary by store.

Design & Artwork

Clients are responsible for approving artwork, spelling, colors, placement, sizing, and other requested design details before production.

Digital proofs are representations of the finished product. Slight differences in garment color, embellishment color, size, placement, texture, or appearance may occur during production and are not considered defects.

By providing a logo, artwork, photograph, phrase, trademark, or other material, you confirm that you have permission to use it and authorize Ember & Encore and our production partners to use or modify it as necessary to create your order.

Production Minimums

Our standard production minimum is **15 logos per design**. Logos may be spread across eligible garments as long as the design and size remain the same.

Orders below the minimum may be subject to an additional fee.

Production & Delivery

Online storefront orders are generally delivered within **5–7 weeks from the date the store closes**.

Timelines are estimates and may be affected by product availability, supplier or production delays, shipping carriers, weather, holidays, or other circumstances outside our control.

Orders may be shipped together to a studio or other designated location for distribution.

Product Availability & Sizing

Products are subject to availability. If an item becomes unavailable, we may contact you regarding an appropriate alternative.

Sizing varies by brand and garment. Customers are responsible for reviewing available size charts and selecting the correct size before ordering.

Pricing

Pricing may vary by product, storefront, quantity, and embellishment method. Applicable taxes, shipping, or other charges will be displayed or communicated when required.

Intellectual Property

The Ember & Encore name, logo, website content, original artwork, graphics, copy, design concepts, embellishment treatments, and other proprietary materials may not be reproduced or used without permission.

Clients retain rights to their own logos and materials. Original creative work developed by Ember & Encore remains the property of Ember & Encore unless otherwise agreed to in writing.

Third-Party Services

We may work with third-party providers for storefront technology, payment processing, production, embellishment, shipping, website services, and other business operations. Certain services may also be subject to the terms and privacy practices of those providers.

Website Use & Liability

You may not misuse our website or use our content or services for unlawful purposes.

To the fullest extent permitted by law, Ember & Encore is not responsible for indirect, incidental, special, or consequential damages related to the use of our website, products, or services.

Governing Law

These Terms are governed by the laws of the Commonwealth of Pennsylvania, except where applicable law requires otherwise.

Updates

We may update these Terms as our business and services evolve. The most current version will always be posted on our website.

Contact

Questions? We're happy to help.

Ember & Encore
Email: info@emberandencore.com