



Milano Worldwide Corporation©

TERMS AND CONDITIONS

Custom Products

Product Order

Upon placing an order for a Custom Milano Worldwide concept and prototype, Customer will pay specified set-up charge and receive custom artwork.

Milano Worldwide Corp will work with Customer to develop drawings that meet the Customer's specifications. Once Customer has approved the line drawings, further changes to the drawing will incur an additional fee.

Subsequent to the line drawings being approved, the client will be presented with colored drawings. At that time, colors and pantones will be finalized. Once the colored changes requested by the client have been made, any further changes will incur a fee.

The customer must sign and return the Terms and Conditions and the Project Specifications Requirements. After colors have been finalized and approved, and payment of sculpture fee is received, an unpainted sculpture will be manufactured for Customer's approval. Once approval has been granted, any further modifications to the sculpture will incur additional fees.

Upon approval of the unpainted sculpture, it will be painted and submitted for Customer approval. A request for a new design or change that bears little resemblance to the original approved concept will be considered a new custom order and is subject to an additional, non-refundable set-up fee.

The Corporation reserves the right to cancel the order if it does not consider the design to be viable.

Should the design require fire glazed images, customer will be informed if there is an additional charge.

Upon approval of the painted sculpture, a 50% deposit is required in order to proceed to production,

Be advised that revisions cause time delays and may jeopardize requested delivery dates; the Company will not be held responsible for such time and delivery delays due to revision(s). As a result, it is advisable to ensure all changes are provided during the first round. This will avoid additional fees and allow the project to be completed on a timely basis. Set up charges are non- refundable.



Milano Worldwide Corp.©

Time Line

Upon receiving approval to begin production, customer will be provided with the timeline for the project. Milano Worldwide Corp is not responsible for time delays due to changes and revisions of artwork, box selection, revisions of sculpture or delays in receipt of deposit. Your hand crafted custom product will be produced in 45 days and may take up to 60 days. Sea shipping of your product is approximately 30 days and then must clear U.S. Customs once it arrives in port. The Corporation requires full prepayment of any and all air shipments. Air shipping costs are approximate and we reserve the right to bill you for the additional shipping costs or refund you for the difference of the approximate cost and the actual cost. We ask that you move the process of approvals in an expeditious fashion in order to avoid any delays. We want you to be 100% satisfied with the entire creation and delivery process.

Prototype Requests

Preproduction prototypes can be provided upon request. Prototype shipping charges are Customer's responsibility. The fee to have each prototype shipped from China is \$100. Be advised that if the prototype is not approved and additional minor changes are necessary, delays may be incurred. Production begins when prototype is approved and accepted in writing or by email and payment of 50% of total price is received.

Payment Terms:

Customer agrees to make all payments in lawful currency of the United States of America according to the following schedule:

- (a) Set-up charge: \$_____ for Artwork (full color artist drawing). Upon Approval \$_____ for Sculpture due and payable at submission of the concept. Customer agrees that this set-up charge is non-refundable and payable to Milano Worldwide Corp.
- (b) Upon approval of the painted mold and Purchase Order submission, a deposit in the amount of 50% of the total price is required in order to go to production. "Total price" means the number of units multiplied by unit price, plus extras, plus the cost of shipping and handling. Total Price does not include the non-refundable set-up charge. Customer agrees that the 50% deposit is non-refundable and payable to Milano Worldwide Corp.

- (c) The balance of the Total Price plus shipping will be due and payable upon notification to Customer that product is ready to be shipped or Customer can take delivery. If, for any reason, MWW and the customer agree that a refund is in order, credit refunds will be given toward a future order. Cash refunds cannot be given on custom orders.

PAYMENT IN FULL IS DUE PRIOR TO SHIPMENT OF CUSTOM ORDER

- (d) Should product not be claimed by Customer within fourteen (14) days of the first attempt to make contact through email or telephone alerting the Customer that product is ready for shipment, Milano Worldwide, Corp. reserves the right to sell or destroy the shipment. Additional warehousing fees will be incurred should customer need additional time to accept delivery of product. Minimum storage charge: \$ 25.00 per pallet, per day. A pallet will hold up to 40 cartons of product.
- (e) Should Customer agree to assume all responsibility of claiming of goods upon arrival in the USA, Customer must take delivery of product within 48 hours once product has cleared U.S. Customs. A Milano Worldwide representative will notify customer by telephone or email as to product location and address when shipment arrives. Minimum storage charge: \$ 50.00 per pallet, per day if product is not claimed within the 48 hour time frame.

Please Note: Shipping costs may vary and are approximate. Milano Worldwide Corp reserves the right to bill or refund Customer for the difference of the approximate shipping costs and the actual shipping costs.

Terms of Sale Delivery

Terms of sales are cost, insurance and freight to the Customer's designated delivery point. Milano Worldwide shall select the method of delivery, with consideration of the weight of the product order, the time for delivery, the cost thereof and other appropriate factors. The parties also agree that the Customer may request an alternate means of delivery by (1) notifying the Corporation in writing or email no later than five (5) calendar days after Corporation's notice to Customer that product is ready to be shipped and (2) submitting payment in full to cover any additional delivery costs.



Milano Worldwide Corp.©

Corporation's Remedies

If Customer cancels the Custom Order once production commences or is ready to ship, then Milano Worldwide Corp will retain the deposit in full and charge Customer for the difference, if any, between Corporation's actual loss and the amount of the deposit. Once the manufacturing/production process begins, refunds will not be given for cancellations.

If Corporation believes required delivery date or design requirements are not able to be met, Corporation shall be entitled to cancel this agreement.

Please note: All or any artwork renderings or final drawings and any or all mold work may be used on Milano Worldwide, Corp. web-site for display purposes only. Yes _____ No _____ Initial Please

Customer's Remedies

If Corporation rejects Customer's request for a revision, customer shall be entitled to cancel this agreement.

Customer Name: _____

Signature: _____ Date: _____



Milano Worldwide Corp.©

Project Specifications Requirements

Client's name: _____

Billing Address: _____

Ship to Address: _____

Contact Name: _____ Telephone Number: _____

EMAIL: _____

Client's P.O. Number: _____ In Hand Date: _____

(PLEASE NOTE THAT COMPLETION & DELIVERY ARE BASED ON PROJECT TIMELINE OF 90 TO 120 DAYS)

Name of Project: _____

Use client's SKU number? (IF YES, PLEASE INCLUDE): _____

Number of items being ordered: _____

Signee agrees to all terms and conditions.

Customer

Signature: _____ Date: _____

Name of signer (PRINT) _____

4181 NW 1st Avenue, Suite 8 – Boca Raton, FL 33431