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CUSTOM ORDER CONTRACT

Company: _____

Customer Name: _____

Street Address: _____

State/Zip: _____

Phone: _____

Email: _____

Description of work requested: _____

Deadline date: _____

Materials to be used: _____

Estimated Cost: _____

Deposit Amount: _____

(min. 50% of estimated cost for labor and cost of materials; must be paid upfront)

Any Additional Information: _____

Policy for all custom orders will be as follows:

- Custom order is a contract between customer and TVI Electronics. Due to the custom nature of these products, the order shall be considered non-cancellable and all goods are non-returnable or exchangeable.
- All orders will be completed on a first come first served basis.
- Min. 50% of total estimated cost will be required as a deposit BEFORE any materials are ordered and/or manufacturing of product(s) begins.
- Requested changes to the item(s) that were not included in the original estimate may necessitate additional charges to the customer and will be added to the remaining balance.
- Payment in full is required upon work completion.

- Cancellation of a custom order, once the project has started or been completed, forfeits the return of prepayments and deposits in order for TVI Electronics to recoup its costs and overhead incurred in the production of custom order. Due to the custom nature of these products unfortunately we must charge a 50% restocking fee should the order need to be cancelled for any reason.
- In the event the customer refuses to accept shipment or fails to make any payment when due, TVI Electronics may take immediate possession of any of the goods and may suspend or cancel shipment to customer. TVI Electronics also has a right to retain the possession of the goods until the claim is paid.
- Once the contract is signed and deposit accepted, TVI Electronics will not be held responsible for issues beyond its control such as backordered items, missed orders, additional client add-ons, etc, that could result in the delay of delivering the item.

I have read the above policy & I agree to the terms and conditions set forth.

Signed _____

Print Name _____

Date _____

Thank you for your business. We look forward to the possibility of working with you soon.