



# OSTROW ORIGINALS

## About us

After a lifetime of crafting using various techniques and mediums, about ten years ago Diane Ostrow began doing machine embroidery after receiving a small home embroidery machine as a gift. As she embroidered an increasing number of items for family and friends, her love of machine embroidery, and apparel and gift decoration in general, skyrocketed. In early 2006, with the loving encouragement and support of her husband Alex, she decided to turn her hobby into a full time business. According to Diane-- "It's the best decision I ever made! There is absolutely nothing better in life than doing something that you love!"

Ostrow Originals has grown substantially from those somewhat humble beginnings and today they offer embroidery, monogramming, digital, screen printed, rhinestone and rhinestud transfers, vinyl, acrylic and coroplast signage, dye sublimation, and engraving. And, as of September 2012 Ostrow Originals will be offering custom photography as well! They carry apparel and gifts for all ages from infant through adult; as well as an assortment of corporate, fan, and team incentive items. Give Ostrow Originals a call today and let them meet all your needs!

Ostrow Originals is a supplier member of the National Network of Embroidery Professionals and carries both a Universal Promotional Identification Code and RN number.

UPIC: ostr1098

RN 123215



## Mission

Our mission is to offer our customers a wide variety of wonderful merchandise, exceptional workmanship, and superior customer service. We want to not only meet, but exceed, their expectations!

## **Policies**

### **Shipping**

Shipping and handling charges will be added to all orders unless otherwise specified.

### **Returns**

All custom, personalized, or monogrammed orders are final sales.

Blank goods must be returned within 10 days to be eligible for store credit.

Merchandise that is being returned may not have been worn, washed, altered, or changed in any manner. Customer is responsible for all shipping charges.

If merchandise is defective, please contact us immediately for return/replacement instructions. Customer will be reimbursed for reasonable cost of return shipping (costs deemed reasonable at our discretion). Returns for any other reason will be at customer's expense.

### **Privacy and Security**

Ostrow Originals is committed to protecting your privacy and maintaining the security of any transactional information. Information collected from you directly or indirectly is used only to complete your purchase and improve your overall shopping experience. We will not sell or exchange names, or any other information about our customers, with third parties or companies not affiliated with Ostrow Originals.