



## **TERMS AND CONDITIONS**

### **Payment**

Payment or Deposit required to start an order (non-refundable). We accept cash, checks, Afterpay (Payment plan), and credit cards (VISA, Master Card, and Discover). Quotes are valid for 30 days.

### **Turnaround Time**

Once the quote and artwork is **approved**, our turnaround time is approximately 3 business days for smaller orders and 1-2 weeks for larger orders. Depending on our schedule, we can also offer rush services for those that need their orders sooner.

**Please submit these requirements at least 7 business days prior to your deadline.** If we do not receive these requirements within the time frame, your order is subject to be delayed.

### **Requirements:**

- Finalized Artwork
- Finalized Garment Selection (style, quantity, size, and colors)
- Payment

**Customer responsibility:** Throughout the process of an order, various issues can pop up regarding the **artwork** or **garments** that you will need to address. (For example: if a certain garment color is out of stock, we would contact you and ask for an alternative option.) If we do not hear from you and do not resolve these issues in a timely manner, the turnaround time can be subject to delays.

In cases where our distributors have back ordered or discontinued certain garments, we can offer substitute garments for the out-of-stock items, or we can wait until the stock is replenished. Please keep in mind that turnaround time may be affected, resulting in delays.

### **Artwork**

With every order, we will provide a digital mockup and 1 revision FREE of charge. WE WILL NOT DUPLICATE ANOTHER PERSON'S DESIGN. If you have a design that you would like for us to replicate, we will re-create it, but due to copyright guidelines, we will not make it exact. If additional mockups are needed, the hourly artwork fee (\$25) will be applied. It is the

customer's responsibility to check the mockup for any **misspellings** or other errors. This especially applies to designs that have a list of names. If everything looks right, please confirm with us that the artwork is ready for print. If we do not hear from you in a timely manner, the turnaround time can be subject to delays.

Digital mockups give a general idea of what the product will look like, but do not exactly translate to the final product. If you have specific dimensions, Pantone colors, and print placement details in mind, please let us know. With these parameters, we will do our best to get as close as possible. If these details are not given to us, we may use our best judgment and will not be held responsible.

### **Garments**

Choosing the garment is the customer's responsibility. We cannot guarantee that the customer will like the garment they have chosen but will guarantee the print. Our default garment of choice is the Gildan brand. We also have other brand choices such as Next Level and Belle Canvas. Customers are expected to do their own research (we can provide you with the resources) on garments regarding size, color, and style. If we do not stock a particular item, you may purchase a sample and have it shipped to our shop.

### **Custom Orders**

We have a shirt minimum with a custom order. Custom orders are orders that are for birthdays, events, and special occasions. Any custom order that has only 1-4 garments ordered, will be required to buy their own garments separately and we will print on them. Custom orders that have 5 or more garments, we will supply the garments within the order, unless you have already purchased the garment type on your own.

### **Standard Orders**

We have a shirt minimum of 25 or more for our standard orders. Standard orders are orders that are for businesses, schools, clothing lines, etc. With standard orders, customers can pick from our garment options, or we can locate garment types that meet your needs. Prices depend on how many colors, print type, and garment type.

### **Misprints**

The art of printing is a manual process. Please make us aware of any issues with our printing. If you notice any mistakes, please contact us within the 24-hour timeframe. **PLEASE DO NOT ATTEMPT TO FIX ANY MISTAKES ON YOUR OWN, AS THIS WILL VOID OUR ABILITY TO FIX ANY MISTAKES.**

### **Return Policy**

Returns accepted for damaged products that are shipped, bad prints, and damaged shirts. Returns will not be accepted for size exchanges. Please notify us via email to authorize return. A restocking fee of \$6 for returns will be charged for returns without authorization.

### **Garment Care**

Garment care is VERY important in maintaining your custom garment. Please follow the set of washing instructions listed below. These wash instructions will also be included in your package. Proper care will determine how long your garment will last. Most garments last up to 5 years with proper care.

- Do not dry clean the garment. Rather, machine-wash it cold, with **mild detergent**.
- Make sure you turn the garment inside before washing.
- Dry the t-shirt at normal setting. (Drying it at high temperatures can damage your design)
- Do not use chlorine bleach on the garment.
- Wait for at least a day (24-48 hours) before the first wash after printing. (Upon request, we can wash brand new garments before printing on them)

**\*Terms and conditions are subject to change without notice.**

If you agree to these terms, please sign below, or send an email stating that you agree and approve the designs attached.

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Signature

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Date