



Artwork is to be provided as PNG 300dpi with transparent background and a minimum width anywhere on design **0.018** (just under 0.5 mm). For optimal results on color images, please gang all white dtf images on a separate gang.

Transparent background is a must when printing DTF. If you need help with background removal, please reach out. At times, we can increase the dpi, but it doesn't always work depending on the quality of original artwork. Either of these services have a fee.

We will not alter nor modify any artwork submitted including any lines in artwork under 0.018 inch ( about 0.5 mm) as this small size will not produce optimal results. It may or may not adhere to your finished project. We do not measure lines in a design submitted to be printed. It is YOUR RESPONSIBILITY to make sure minimum width is achieved. DTFs that fail due to under minimum requirements will not be replaced at our expense.

If a JPEG is uploaded instead of a PNG, your order will be on hold until PNG is sent or given the okay to print as is. It is YOUR RESPONSIBILITY to make sure the correct FILE format is sent to print. EFX takes no responsibility for the printing of the final product if LOW resolution and/or bad format is sent. Just as a friendly reminder PNGs from dump sites **DO NOT** print in the best quality :)

EFX prints exactly what you send, although we try to catch “not-so-great” art before it is printed it is not a guarantee.

Files are printed in order received (as long as they have been paid for). TAT varies slightly from day to day. Although we strive for a 1 day TAT, this is not always feasible. However, please note we do print and mail as fast as possible. **Expect longer delays with prints submitted on Friday since we are closed on the weekend which swings it to Monday, the next business day.** We do our best to get your prints to you asap, but cannot control the carriers. If you need something the same day, it may be available for an additional fee. Just ask as it depends on





the current jobs in que. Local customers may be able pick-up next day—just check prior to submitting for time sensitive items.

Images sent to EFX as a png file are sent for us to print and you the customer are acknowledging and agreeing that you have the right to print the file. You are consenting (if applicable) that you have read that designer's terms and conditions; thus, EFX is not liable for any discrepancies with the designer after prints are printed.

Due to the nature of the business:

- NO REFUNDS can be offered—any print errors noticed that you feel are by fault of EFX, please contact us within 24 hours. Customer satisfaction is of utmost importance.
- No Cancellations if order is already in production or printed.
- EFX is not liable for REPRINTS of artwork sent over incorrectly

***Color Disclaimer:*** Actual colors may vary. This is due to the fact that every computer monitor has a different capability to display colors and that everyone sees these colors differently. Please understand the actual color may vary slightly from your monitor. We cannot guarantee that the color you see accurately portrays the true color of the transfer; however, if you're artwork is set up with specific color codes typed in, it will be extremely close. Hours have been spent tweaking the color profiles to match as close as possible to pantone color chart. We sell color charts printed directly from our printers and highly recommend you purchase one if a job requires a certain color-match.

**I UNDERSTAND MY GANG SHEET WILL BE PRINTED AS-IS, EFX HOLDS NO RESPONSIBILITY FOR MISTAKES WITH IMAGES BEING CUT OFF, SIZING OF IMAGES, OR POOR RESOLUTION. I UNDERSTAND THERE WILL BE NO REFUNDS ON THIS PRODUCT ONCE PURCHASED.**



