

POLICIES AND PROCEDURES

TERMS & EXPLANATIONS:

- **Decoration:** Custom Screen Printing, Embroidery, Vinyl Application, Digital Transfers
- **Organizations:** Businesses, Non-Profits, School Districts, Universities
- **Carriers:** UPS, USPS
- **Business days and hours:** Monday-Friday 9am-6pm

PLACING ORDERS AND GENERAL POLICIES:

- **Placing an order:** There are 3 options for placing an order with Mundo Graphix LLC
- PO Directly from your organization coming direct to our office located at 6245 N 35th Ave Ste 5 Phoenix, AZ 85017
- Over the phone at **623-313-0388** or by email at **munodgraphix@gmail.com**
- Mundo Graphix LLC WILL NOT take email after email of orders and add-ons. This creates errors and keeps us from keeping deadlines.
- Clients that refuse to submit orders in one of the above-mentioned processes will see delays in printing, possible errors and higher printing fees.
- Mundo Graphix LLC WILL NOT be responsible for orders that are sent in through email nor will we be responsible for missed garments, printing defects or misprints. We have put this process in place to ensure quality client service. Any missed garments or misprints on these orders will be the responsibility of the client.
- Once a final order is placed and proofs are supplied, changes and/or additions CAN NOT be made.
- **Order Additions:** Screen printing quantity prices ARE BASED ON A SINGLE SET UP AND PRINT of client's design without delays or breaks in production. Order additions and design changes create delays and often times create breaks in the printing process. To keep prices at the best possible rate we cannot allow changes in an order beyond a certain point. Please see the following guidelines for making changes to your order once it is submitted.
- **To keep from acquiring additional fees:**
- Additions to orders must be made before proofs are supplied.
- Orders that require proofs before the order will not be allowed changes without fees.
- **The following Additions or changes will be subject to fees:**
- Additions or changes that come after proofs are supplied.
- Additions given after garments are delivered.
- Fees will either be an added set-up fee or quantity break depending on the number of items added.

PAYMENT POLICIES:

- **General Payment Policies:** Mundo Graphix LLC accepts Cash, Check(only for PO's and school orders), Visa, MasterCard, Discover (Via Square) and all payment options that are offered through Zelle.
- **New Local Clients:** A minimum 60% down payment will be required before services begin or garments are ordered with remainder due immediately upon delivery.
- **Repeat Local Clients:** Mundo Graphix LLC will process and print your order with no money upfront. Client must have a good payment history with no returned checks or charge reversals. Full payment is due upon delivery
- **Online and Out of Town Clients:** Full upfront payment required before any services begin or garments are ordered.
- **Wholesale and Drop-ship Clients:** Full upfront payment before any garments is ordered.
- **Orders for less than \$300 must be paid in advance**
- Any refunded amount **will be made via check ONLY**, to be picked up at Mundo graphix LLC or mailed via USPS to an address in USA

SHIPPING POLICIES:

- Mundo Graphix LLC ships to the Continental United States only. Carrier is determined based on weight, shipping cost, and transit times.
- All orders placed on regular business days before 12:00pm Central Standard Time are processed the same day.
- Wholesale, blank garment and drop-ship orders require 3 business days for handling.
- Screen printing orders generally ship within 7-10 business days.
- Expedited shipping is available but must be discussed before an order is placed. Once an order is placed and a deadline is agreed upon, clients cannot upgrade to rush printing or expedited shipping. If a deadline is missed due to Mundo Graphix LLC error, appropriate expedited services will be covered by Mundo Graphix LLC in an effort to meet client deadline.
- Transit times posted by carriers are estimates and Mundo Graphix LLC will not be held liable for shipments that arrive outside of posted delivery dates. Mundo Graphix LLC will not be held responsible for packages that arrive late due to carrier accidents or transit delays due to weather or any other issues. Client will release all liability from Mundo Graphix LLC for missed deadlines because of shipping issues. Client must file a claim with the carrier to seek any retribution.
- Mundo Graphix LLC and its suppliers will ship blind when possible, upon request.
- Tracking numbers will be provided to client on all shipments.

SHIPPING FEES:

- **Decoration Orders**
 - Order Total \$0-\$100: \$10.00
 - Order Total \$101-\$200: \$15.00
 - Order Total \$201-\$300: \$20.00
 - Order Total Over \$300: Based on weight and package dimensions
- **Wholesale, Drop-Ship, and General Blank Garment Orders**
 - \$0-\$199: Based on weight and package dimensions

LOCAL DELIVERIES AND PICK-UP POLICIES:

- Mundo Graphix LLC will deliver inside the city limits of Phoenix for a small fee. (Usually \$10-20)
- Deadlines given on local pickup or delivery orders will be ready by the end of business (5-6pm) on the deadline date. If you need your order during the day, please call to see if the order is complete.
- Clients needing their shirts earlier in the day MUST set your deadline 1 day earlier. Mundo Graphix LLC cannot guarantee decoration and printing completion by specific times.