

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 35<sup>th</sup> 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**

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.

**FRAUD PREVENTION:**

- All orders received by retail clients must be shipped to the Billing Address that is on the credit card.
- Mundo Graphix LLC will not ship to any address that is not on the credit card being used to secure the order.
- Mundo Graphix LLC will not hold orders at our location of business while client arranges shipping to a 3rd party location.
- Mundo Graphix will not ship to a 3rd party address

**RETURNS/WARRANTY:** It is important to understand that the custom decoration process is exactly that...**CUSTOM**. While we do our very best to ensure perfection on every single order, there are instances where the finished product does not meet client expectations for one reason or another. Processes like screen printing and embroidery are greatly affected by the items that are being decorated. The outcome of a finished product can be greatly affected by things such as material make up, material density, complexity of decoration, crooked seams, etc. Mundo Graphix LLC will warranty items that are inside of our in-house process. If there is a blatant error caused by the decoration process, then we stand behind both garment and decoration. However, please remember that we are printers and embroiderers. We do not manufacture the actual items being decorated. While we source these items and take partial responsibility for their quality, we can only go so far as to cover costs incurred in procurement of these items. Issues like small holes at seams or seams coming un-sewn may not be covered under damage claims and we will inspect any issues that arise with this in mind. Because this is such a vast industry, we simply cannot have a black and white answer for every instance that may arise, which is why we reserve the right to determine the proper solution on any given issue. Please read and fully understand every statement below. We will refer to these policies when dealing with Damage Claims.

- Due to the nature of custom orders, we do not issue full refunds. If the issue is found to be our error, we will issue a partial refund to cover the issue at hand
- All orders received from Mundo Graphix LLC must be inspected within 3 business days of receipt. If there is an issue with an order and the client fails to notify Mundo Graphix LLC within 3 business days receipt, no action to correct the problem will be taken.
- All spelling errors on artwork are your responsibility. We send proofs for final approval before going into production. If we receive a Final Approval with spelling errors, we will take no action on a claim.
- All items must be returned for inspection before any action will be taken. Buyer is responsible for all shipping on returns.
- Mundo Graphix LLC will not be responsible for garment color variations across different styles or brands.
- No warranty/returns/reprints will be granted for garments/items provided by the client.
- Defective garments (crooked seams, torn seams, etc.). Partial garment to cover cost of garment may be given.
- Crooked prints must be off by more than 1/2". All shirts that appear to be crooked must be inspected on a body. Please try on any garments that appears crooked before filing a claim. We will take measurements upon return to determine how far off or crooked a print may be.
- Correct laundering of custom items is very important for longevity. We can generally tell if items have gone through a severe laundering process and will void any claims for replacement.
- Damage claims will not cover the following items:
  - Color discrepancies in artwork if exact Pantone Codes were not provided.
  - Client provided garments.
- If we advise against a certain process and then asked to produce anyways. • Rush & Super Rush orders regardless of the issue.\*\*

**RETURN/WARRANTY PROCEDURES: If you have an issue with an order that was received by Mundo Graphix LLC, the following procedures must be followed.**

2. **DAMAGE CLAIM:** All damage claims will not be accepted without returning.
3. **All items to our location.** Mundo Graphix LLC will not make a final determination of Damage Claim until all items are in our possession regardless of any deadlines that the client may have.
4. Once we have BOTH the DAMAGE CLAIM and RETURNED ITEMS, we will inspect your items to determine what, if anything, will be done.
5. We will contact you to let you know the outcome of our review.

**CLIENT SUPPLIED GARMENTS:**

- Mundo Graphix LLC will not be held responsible for any portion of an order where the client supplies the garments. This includes the garment and the print.
- If we do not supply the garment, we will not warranty it.
- **No refunds of any kind will be given on orders where client supplies garments.**

**GENERAL ARTWORK POLICIES:**

- All artwork submitted to Mundo Graphix LLC for estimating purposes will be deleted upon estimate submission.
- Client must submit final artwork images and/or comprehensive artwork description with a completed order. Delays in receiving artwork will result in a delay on processing and printing.
- Mundo Graphix LLC will not accept random emails containing artwork for orders nor will we sort through past emails searching for artwork.
- **Mundo Graphix LLC does not print any lewd or off-color designs. This includes designs containing profanity, pornography, racism, sexual innuendo, suggestive material or harassment.**
- All client-submitted images must be the property of the client. Mundo Graphix LLC will not print copyrighted material. Mundo Graphix LLC will not be held responsible for printing copyrighted material that the client falsely portrayed to own.
- All artwork should be sized to print specifications
- Full Front or Full Back Prints: 11" x 11" (Standard print size) \*charges may apply for bigger prints when requested by the customer\*\*
- Left/Right Chest Print: 4" x 4"
- On Pocket: 3" x 2.5"
- Sleeve (Short): 3.5" x 3.5"
- Sleeve (Long): 4" x 15"
- Leg Print: 4" x 15"

Team Apparel & Vinyl Decorations

- Standard sizes
  - Names: 2” Tall by no wider than 10”
  - Numbers: 6” Tall
  - \*\*\* 8” & 10” Numbers available upon request and for additional cost. \*\*\*
  - Submitted artwork should be a minimum of 300 dpi CMYK
- Accepted File Formats:
  - Illustrator (CS3)
  - Corel Draw X8
  - PDF
  - JPG, JPEG, PNG, TIFF
  - \*Proofs from Print Ready Artwork are free.\*\*
  - Changes made to supplied artwork will incur an artwork fee.
  - Custom designs may incur an artwork fee depending on number of colors and complexity of the design.

COLORS COLORS COLORS:

- Colors displayed on proofs are representational and are not 100% accurate. All monitors render colors differently.
- Garment colors can vary greatly across styles and brands. We cannot guarantee exact garment color matches for different styles or brands.
- Colors from different decorating methods will most likely have shade variations. i.e., Screen printing ink and vinyl colors are produced by different manufacturers and do not match exactly.

We do our best to match as closely as possible but certain color characteristics, especially in primary colors, do not tint well for achieving different shades.

- Mundo Graphix LLC does offer Pantone ink matching for an additional fee (\$10-15 per color).Fee is based on number of colors in the design and amount of ink needed.
- Mundo Graphix LLC will mix ink in-house and guarantee accuracy to 90%.
- Without an exact Pantone code and added ink fees we will not be held responsible for color discrepancies between on-screen colors and actual print colors.

ARTWORK FEES:

RETAIL & ONLINE CLIENTS

- It is the goal of Mundo Graphix LLC to keep artwork fees to a minimum. The following policies are in place for the most common situations.
- Artwork Proof Submitted to client ***before*** order is placed:
- \$25.00 minimum per proof.
- Upon placing a custom decoration order, Mundo Graphix LLC will refund the price of 1 proof. Not to exceed \$25.00. If multiple proofs are provided only the value of a single proof will be refundable.
- Artwork Proof Submitted to client after order is placed and paid for:
- ***First proof free.***
- \$20.00 minimum per additional proof (additional proofs are non-refundable)
- To receive a free proof client must place and pay for an order based on the following criteria:
- **New Clients:** Minimum 60% of entire order paid up front.
- **Online/Out of town clients:** 100% upfront payment.
- **Repeat clients:** No upfront payment as long as account is in good standing or 60%
- **Organizations:** No upfront payment as long as account is in good standing.
- **One-On-One Design Time:**
- Clients are more than welcome to schedule one-on-one time with a graphic designer.
- One-on-one time will be billed at \$30.00/hour and is non-refundable.
- Client will receive 1 set of proofs as part of the One-on-one design time. If changes to artwork are requested, then each additional set of proofs will be billed at \$20.00 each.
- One-on-one design time is not included in free artwork proofs.
- All final artwork can be purchased in desired file formats once final artwork is approved.
- **All artwork belongs to Mundo Graphix LLC unless specifically purchased for printing with another company.**

CONTRACT CLIENTS

- Artwork for Contract Labor clients must be print ready to avoid design fees.
- Low resolution artwork and custom designs will be billed at \$25.00 per design.
- For a complete description regarding artwork requirements please contact us.

ALL CLIENTS

- Clients should be prepared to give a full and detailed description to avoid as many artwork fees as possible.
- **Design fees without an order will not be refunded under any circumstance.**
- **Embroidery digitizing fee:** Starting at \$30.00 (this fee is non-refundable)

ARTWORK OWNERSHIP:

- Mundo Graphix LLC retains 100% ownership on all custom artwork & FREE proofs submitted to client. Client must
  1. Purchase the artwork directly from Mundo Graphix LLC
  2. Request written permission to use the artwork should they decide to contract through a different printer. Use of owned artwork without permission is direct copyright infringement.
- Mundo Graphix LLC will seek legal counsel against any persons for copyright infringement.
- All original artwork submitted to Mundo Graphix LLC is the property of the client. All files generated internally for production purposes become the property of Mundo Graphix LLC.



- All artwork submitted to Mundo Graphix LLC is protected by Copyright and will not be used for any other client. Client can rest assured that Mundo Graphix LLC will not sell or print their artwork for another client without expressed written permission.
- Digitized files for embroidery are the sole property of Mundo Graphix LLC and will not be released for any reason.
- Custom artwork that is paid for by the client becomes the property of the client.

GENERAL SCREEN PRINTING/DECORATING POLICIES: •

PLACEMENT AND SIZING

- All artwork sizing & placement on garments is based on current industry standards.
- Placement of artwork on specialty items, such as hoodies, can be very relative to client desires. Hoods will hinder the overall view of artwork printed on the back. Moving artwork down below the hood places the artwork in an awkward position especially when dealing with youth sized garments and will only be done when specifically requested.
- Special requests for artwork placement will be accepted at client's expense. If you are not satisfied with a custom placement, Mundo Graphix LLC will not be held responsible, and any reprints will be at clients' expense.
- **GARMENT FLAWS/PRINTING ERRORS**
- Mundo Graphix LLC makes use of a very tedious process to ensure that order numbers are correct, garment flaws are at a minimum, and printing errors are eliminated.
- Mundo Graphix LLC maintains that for every order there should be no more than a 1-3% tolerance for defective garments and misprints.
- Clients must contact Mundo Graphix LLC within 3 business days of receipt of order to discuss any flaws in garments or prints.
- Client acknowledges that any claims for defective garments or misprints filed after 3 business days will not be warranted.
- **REORDERS**
- Mundo Graphix LLC reserves the right to reclaim screens as needed. Once screens for an order are reclaimed, additional prints will be priced based on a new order quantity.
- Screens will only be held if there is the possibility of a reprint after the initial order is complete. Client is responsible for communicating a possible reprint at the onset of an order.
- Reorders must be placed within 10 business days of delivery of the first order. Mundo Graphix LLC will not hold screens for more than 10 business days without a screen catalog fee of \$20.00/screen.
- Orders placed within 10 business days will be priced based on original quantity plus applicable set up fees. Set up fees are based on complexity of artwork and actual set up time and start at \$10.00/design.
- **TEAM APPAREL**
- Team apparel orders may be a combination of screen printing and vinyl.
- All individual names and numbers will be done with custom cut vinyl. We do not offer screen printed names & numbers.
- ALL Names will be sized at 2" Tall using **Athletic Font**
- Numbers are sized at 2" Tall for small numbers & 6" Tall for full size numbers.
- Other sizes available for numbers for additional fees.
- Custom vinyl colors available for additional fees. All fees based on in-stock colors.

SCREEN PRINTING TIMELINE:

- The timeline on custom screen printing varies and is dependent on several factors.
- Payment
- Communication between client and Mundo Graphix LLC
- Availability of garments
- Current workload.
- To ensure timely communication please do the following:
- Email artwork to Mundo Graphix@gmail.com to your approved email list.
- Fill out your order form completely with as many contact phone numbers as possible.
- Make sure your shipping address is complete and accurate.
- Give a very good description for artwork needs.
- It is the goal of Mundo Graphix LLC to have all custom screen-printing orders completed in 6-10 business days. The following timeline is a good indication of what client can expect.
- **STEP 1:** Client places order on Mundo Graphix@gmail.com and submits artwork ideas.
- **STEP 2:** Mundo Graphix LLC submits an invoice for payment based on client classification.
- **STEP 3:** Upon receiving payment garments are pulled and design work begins.
- **STEP 4:** Mundo Graphix LLC will submit proofs to client within 2 business days.
- **STEP 5:** Upon client approval garments are printed and packaged for pickup or shipping if requested.
- Mundo Graphix LLC will not go to press without artwork approval from the client.

RUSH ORDERS:

- Orders that are due in client's hands in fewer than 5 business days are considered rush orders.
- Mundo Graphix LLC can generally get orders out in as few as 2 days depending on current workload and/or mock-up approval.
- Fees for rush orders start at \$50.00 plus expedited shipping fees.
- Client must clearly communicate a deadline before the order is paid for. Once an order is invoiced and paid for it cannot be upgraded to a rush order.
- Mundo Graphix LLC does not warranty or guarantee rush orders against printing defects, garment defects or deadlines.
- Rush orders are deadline driven which means we will print the order, regardless of proof approval, in order to make the clients deadline. Mistakes in client artwork WILL NOT be the responsibility of Mundo Graphix LLC
- *Most wholesale blank garment orders that are in excess of \$200 are drop-shipped directly from suppliers with free ground shipping. Some suppliers do not offer free shipping. Mundo Graphix LLC will communicate shipping fees upfront as part of the estimate process, so client is aware of any and all shipping fees.*

Abandoned Orders:

**\*We are not liable for Customer Provided Garments: damage, misprints or defects, before, during or after the printing process**  
**"In the event that an order is abandoned by the customer, the order will be automatically considered canceled.**  
**An order shall be deemed abandoned if there is no communication from the customer or no action taken to proceed with the order**  
**within [30 DAYS] after the order was placed. Upon cancellation, any deposits or payments made may be forfeited, subject to the terms outlined in this agreement."**