

Terms & Conditions

Apparel Decoration

Direct to Film printing, or DTF, is a new technology that allows users to print designs onto special films after which a white or black powder is applied to the printed sheet. The powder, which is also called the adhesive, is then cured using a heat press. During this process the powder will actually melt into the ink. Once the powder is cured, the printed design can then be transferred to the desired garment using a heat press.

Turnaround Time

Our standard turnaround time is currently 7-10 business days from the time that your order is finalized and approved. "Standard turnaround" refers to orders with standard print specifications and does not include additional service such as tag printing or specialty items.

Additional services and speciality printing methods will add to the standard turnaround time. If you have a specific deadline (see In-Hands Date below) that you need to have met, please notify us when placing your order. Taking more than 24 hours to approve your order will add to your turnaround time. Rush Fees may apply to orders needing a quicker turnaround time than what our standard turnaround time offers. Souther Apparel & Graphics LLC will not be held responsible for missing deadlines due to weather conditions, power supply interruptions, vendor shortages and errors, shipping errors, or any acts of God.

Turnaround Time Example:

Say you contact us on Monday with your order details. We put together your invoice and digital mockup, send to you, and you approve on Tuesday. Standard turnaround time will start the following business day (Wednesday) and your order will be ready in 5-7 business days (in this case by next Tuesday and no later than next Thursday). Our turnaround time does not include shipping transit days. As stated above, if you have a required "In-Hands Date" please let us know and we'll confirm if your order can be delivered on-or-before that date.

Payment Terms

Due In Full: Payment is due in full prior to being printed, however, no payment is required until you approve your invoice and digital mockup.

50% Deposit: Customers who qualify will pay 50% deposit at the time of quote approval and the remaining balance at the time of pickup.

Net Terms: Orders with Net Terms (i.e. Net 15 or Net 30) can simply approve the order without payment at the time of approval. The invoice date and Net Term's start date is generally the day your order is shipped or picked up. A final invoice will be emailed to you. Orders with Net Terms must be paid with cash, check, money order, or bank transfer; credit cards and PayPal are not accepted for Net Terms orders.

In-Hands Date

If you have a specific deadline (in-hands date) for your order that is sooner than what our standard turnaround time would deliver, please notify us immediately. Orders needed sooner than our standard turnaround time for your order may incur a rush fee.

Rush Orders

Orders that require an in-hands date sooner than our standard turnaround time (per the order specs and services) are subject to rush fees.

- Rush (3-5 Business Days): add 25% to Shirt Price
- Super Rush (2 Business Days): add 50% to Shirt Price

Artwork Creation & Ownership

All artwork created by Southern Apparel & Graphics LLC is the sole property of Southern Apparel & Graphics LLC. If you hire us to create artwork for you, you are strictly paying for the labor and thought process to produce the artwork. You are not paying for the ownership and rights of the artwork. Rights to the artwork can be purchased in addition to the creation fees.

Any artwork you submit to us for printing that is not being created by Southern Apparel & Graphics LLC is owned by you or its rightful owner, not Southern Apparel & Graphics LLC. We will not reproduce your artwork, trademarked or not, without you or the rightful owner's consent.

Art Preparation

Art not supplied in print ready format, as specified in our File Prep section, is subject to be billed at our current rate. We will always give you an estimate before doing this work. Any art preparation done is the property of Southern Apparel & Graphics LLC. For example, if you supply artwork for your order which we must create the separated art file for, you do not own the separated art file. That separated file is the property of Southern Apparel & Graphics LLC, although the artwork itself is still your property.

Artwork Supplied

For best results customers are required to supply Vector art files at 300dpi. We accept .EPS, .AI, .IN, and high resolution .PDF files - PDF files are preferred. If the artwork supplied does not meet our print requirements we will notify you. We are not responsible for artwork touch ups, alterations or re-design. We can assist with artwork corrections but we charge accordingly to the project requirements.

******Not providing print ready vector artwork will affect production and turnaround times.***

Art Approval

All artwork must be approved online. Upon receiving your initial mockup, you will be allowed one additional set of revisions free of charge. Any additional revisions past that point will incur an additional Art Preparation fee to be billed at our current rate. Changes to the artwork after approving the mockup could push back your ship date. We will not be responsible for errors, misspelling, or otherwise in approved digital mockups and artwork.

Ink Color & Pantone Matching

We cannot guarantee requested Pantone colors. Our standard ink color list has approximate Pantone values listed with most colors. This value may or may not be used in the mockup provided. We cannot guarantee ink colors based on visual mockups alone. We recommend checking the colors given against a Pantone book. Monitors can vary significantly from one computer to the next. Please check a Pantone book for color accuracy. We have one in shop or Pantone books can be purchased from [Amazon.com](https://www.amazon.com).

Out of Stock Items

Southern Apparel & Graphics LLC will not be responsible for items that are out of stock. All purchasing of products is done on an order-by-order basis. Very few goods are stocked at our facilities. We do our best to provide you with an accurate inventory prior to your order being placed, but we cannot “hold” goods from the time you receive a quote to the time you actually place the order. Should items become out of stock, we will do our best to find a replacement and get it approved by you prior to using it for your order.

Manufacturer Defects

Southern Apparel & Graphics LLC is not responsible for manufacturer defects such as garment color inconsistencies, mislabeled sizes, loose stitching, label inconsistencies, or other garment defects. We do our best to inspect the garments as they are printed, but we cannot guarantee each garment. We highly recommend ordering 5% extra of each size to avoid the possibility of the aforementioned issues.

Garment Subjectivity

Southern Apparel & Graphics LLC will not be responsible for you not liking the garment printed on or the printed artwork. We do our very best to make sure you have selected a garment that you will expect and matches your needs, but we also expect you to do some research on your own. We do our best to provide garment size specs for each product listed on our website. If size specs are not listed on our site, we recommend you confirm and verify them on the manufacturers' site to ensure the garment is going to fit as you intend. If there's any doubt about whether you'll like the selected garment, we recommend ordering a blank sample first. Please keep in mind that ordering blank samples will push back the turnaround time. Blank samples are available for purchase but are not refundable or transferable towards a full production run.

Image Sizes

All shirt sizes in an order will be printed with the same image size unless otherwise requested. Different image sizes being printed on different shirt sizes will be treated as a new order and priced as such. An image size printed within 1 inch of any seam is subject to distortion, print imperfections, and/or other small inconsistencies. These are all considered acceptable goods. We will not assume responsibility for print imperfections due to printing too closely to seams.

Seam, Collar, and Zipper Printing

We do our very best to produce the best looking prints any time we pull a squeegee. However, printing on or over any seams, collars, pockets, zippers or otherwise is subject to distortion, print imperfections, and/or other small inconsistencies. These are all considered acceptable goods and will not be considered misprints.

Care Instructions

Choose washing in low temperatures, about 86-104 F or even at a cold wash and use medium washing cycles (600-800 rpm). In addition, washing programs of smaller times (30 min to 1 h) are suggested. Avoid washing the garments again right after washing them. Turning the garment inside out will also help your dtf garments lifespan. Do not bleach. Do not Iron. If ironing is required, turn the garment inside out and do not leave iron in the same place on image for long periods.

Image Placement

We will do everything we can to ensure images are printed in a consistent location on all garments within a run. However, small variations should be expected. For example, if a request is made for an image to be printed 2" below the bottom of a collar, a 3/4" standard deviation in either direction will be considered acceptable. If a request is made for images to be printed near the tag area on the back of the shirt and directly over the tag, it could have small ink coverage inconsistencies and will be considered acceptable.

Printed Sample Policy

We will be happy to provide a printed sample to ensure our customers will be happy with the final product. Pricing will not be at the quantity discounted rate. Please keep in mind that ordering samples will push back the turnaround time. Printed samples are available for purchase but are not refundable or transferable towards a full production run.

Shipping

We ship via UPS & USPS. A tracking number will be sent to you shortly after your order has left our facility. Southern Apparel & Graphics LLC will not be responsible for shipping transit complications for any reason such as errors, weather, strikes, or otherwise. Shipping time is not included in our turnaround times. Shipping expenses are the sole responsibility of the client and will be added to your invoice unless otherwise agreed upon prior to your order. Southern Apparel & Graphics LLC assumes no responsibility for goods once they have left our facility. We will not be responsible for shipping to a wrong address if it was listed on your quote and you failed to correct the address upon quote approval.

Checking Your Order

Please check your order and notify us of any problems within 72 hours of delivery. We will not be responsible for order errors after 72 hours.

Blank Apparel Orders

We do not sell blank apparel in bulk. Single blank samples are available for purchase upon request if you wish to confirm a garment's specs before placing your print order.

Social Sharing

We enjoy showing off your product and our craft to the world. It's a great way to showcase our skills and send some of our followers and fans your way as well. We do this by taking photos and posting them online via social platforms, such as, but not limited to, Instagram, Facebook, and Google+. Please be sure to notify us when placing your order if you are not comfortable with us photographing and sharing your shirt socially. If you do not notify us, we will assume that we have your full permission to post photos of your shirt(s) online.

Guarantee

We fully stand behind our work. If for any reason we make a mistake printing your order and it is not what was agreed upon and falls outside of these Print Policies & Guidelines, we will gladly reprint your order if notified within the industry standard 72 hours. We do not offer refunds.

Returned Checks

There is a \$30 charge for returned checks. The subsequent payment must be made with cash or a cashier's check.

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Print Policies & Guidelines may also be referred to as Terms & Conditions and vice-versa. Southern Apparel & Graphics LLC reserves the right to change its Terms & Conditions at any time without notice.

Questions

If you have any questions regarding our Terms & Conditions, please email info@southernapparelandgraphics.com before placing your order. Our goal is to set clear expectations to ensure our working relationship is pleasurable for all parties involved. Thanks again for working with us, looking forward to printing for you soon!