



# Apparel Decorating *Policies*

**\*\*UpCharges apply to sizes 2X and larger\*\***

**Art Approval:** It is the customer's responsibility to verify that all of the information on the proof is correct. Once approved we are not responsible for any repair costs or refunds for incorrect artwork or apparel qty / sizes.

**Proof Colors:** Shirt and print colors may vary in digital form. Customers are responsible for communicating and providing specific color requirements in physical form or via PMS color matching.

**Decoration Method:** We choose the best decoration method for your order based on many variables. If you desire a specific method please communicate this to your project manager.

**Imprint size:** Imprint sizes shown on our proof are a general guide and will appear different on different size shirts. . If you require a specific size please communicate this to us at artwork stage.  
Standard full size print is 12" wide max or 15" max tall  
Standard Crest print is 4" max wide or tall

**Imprint-to-Apparel Ratio:** When setting up a screen print press run, the imprint size will be fixed for all products being printed, therefore the imprint-to-apparel ratio will vary. If a specific imprint-to-apparel ratio is requested, *this need to be communicated at the beginning of the process*. This will affect pricing and the way we produce the job.

**Imprint Placement:** We use industry standard placement for imprints. With a high degree a variability between styles and sizes, we do not guarantee placement. Each garment is manually located and may be offcenter or not straight within an acceptable limit.

**Out of Stock Items:** We sometimes experience stock issues. We will make every attempt to find a substitute. We will notify customers when we run into issues we are not able to overcome.

**Apparel Imperfections:** At times there are manufacturing imperfections, such as holes, ripped seams, etc. Please contact us within a few days of receiving your order if you find any issues with your apparel. We make every attempt to find and replace these ahead of time. Manufacturers have loose size and cut tolerances so fits may vary.

**Production Time:** Our production time is based on our current workload and may vary. Our standard turnaround time is 10 business days from the time that you approve your artwork. If you have specific deadline to meet, please notify us when placing your order.

**Payment Terms:** Payment in full is due at completion of your order unless you have been set up with terms.

**Rush Orders:** Orders needed sooner than our standard turnaround time are subject to rush fees or may be declined.

**Order Cancellations:** In the event that an order is cancelled by a customer, the refund will be based on the status of the order and the costs incurred.

**Returns/ Refunds:** We do not offer refunds or returns on custom items that you have ordered and approved, unless we have made an error outside the scope of these policies.

**Errors:** If upon receiving your order you find that something is incorrect, you must notify us within 72 hours of the delivery of your order. We will make every attempt to replace or correct our errors as quickly as possible.

**Customer Supplied Items:** Supplied items are at your risk. We will do our best to decorate your item without incident but some issues are unavoidable. We can only guarantee replacement of items that we provide.

**\*NEW\*** DTG (direct to garment) printed apparel needs to be washed before wearing or storing.  
Pre-Treatment used in DTG printing may begin to stain if not washed.