



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.

Imprint size: Imprint sizes shown on our proof are a general guide. We use default sizing. If you require a specific size please communicate this to us at artwork stage.

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.

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.

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.