



Merch Web Store *Pricing*

Basic - 1hr \$0 Setup fee	Plus - 2hr \$50 Setup fee	Premium - 4hr \$100 Setup fee
Up to: 4 Designs 4 Colorways 12 Products 2 Week Fulfillment 2 Updates per Year Personalization Customer Service Free Hosting 0 Credit Card Fees Fundraising Coupons Social Media Links Order Reports	Up to: 8 Designs 8 Colorways 24 Products 2 Week Fulfillment 2 Updates per Year Personalization Customer Service Free Hosting 0 Credit Card Fees Fundraising Coupons Social Media Links Order Reports	Up to: 16 Designs 16 Colorways 48 Products 2 Week Fulfillment 2 Updates per Year Personalization Customer Service Free Hosting 0 Credit Card Fees Fundraising Coupons Social Media Links Order Reports

*Additional setup time/changes will be billed at \$50/hour rate.



Merch Web Store

Policies

Mockup Approvals

- Approval is required before store launch

Design Ownership & Usage

- Customer is responsible for the designs they provide
- Bad Apple Graphics is not liable for copyright infringement of customer-provided designs

Embroidery Fees

- All digitization fees must be paid in full before store launch

Coupons and Discount Codes

- All coupons/discounts must be pre-paid by the store owner or deducted from fundraiser funds

Fundraiser Payouts

- On-Demand Stores: Funds distributed at the end of each month
- Limited-Time Stores: Funds distributed after the store closes

Store Duration

- Limited-Time Stores: Open for 2-3 weeks
- On-Demand Stores: Remain open indefinitely

Production Method

- On-Demand Orders: Produced using embroidery and direct-to-film (DTF) transfers (unless specified otherwise)
- If screen printing is requested, the quantity ordered must reach 24 or DTF method will be substituted
- Limited-Time Orders: Produced together after store closure
- Late additions to Limited-Time orders may incur a setup fee and additional time

Fulfillment Time

- Allow up to 2 weeks for production from order placement (On-Demand) or store closure (Limited-Time)

Product Availability & Substitutions

- Discontinued/out-of-stock items will be substituted with a comparable item/colorway (with customer approval)
- If no suitable substitute is available, the affected order will be canceled and refunded

Delivery Methods

- We currently ship within the United States using USPS and UPS
- Customers will receive a tracking number via email upon shipment
- Local customers may have the option for in-person pickup at Bad Apple Graphics
- Pickup customers will receive an email notification when their order is ready
- Pickup customers should bring their order confirmation
- In some cases, orders will be collected and distributed by the main contact person

Return Policy

- Customized/personalized items are not eligible for returns/exchanges (unless defective or incorrect)
- Customers receiving defective/incorrect items should contact us immediately via email with photos
- We will provide a prepaid return shipping label or arrange for a replacement or refund for defective/incorrect items
- Refunds are issued to the original payment method upon receipt and inspection of returned items
- Exchanges are handled on a case-by-case basis
- We reserve the right to refuse returns not meeting policy requirements

Marketing Policy

- Store promotion is the organization's responsibility
- We will provide a store URL, QR code, and a digital flyer upon request
- Effective marketing drives sales (utilize social media, email, community outreach)
- We are not responsible for store visibility or sales volume