

Screen Printing Terms and Conditions

Turnaround Times: Our standard turn-around is 7-10 business days from the time we receive *both* your 50% deposit and artwork approval. This is our average turnaround and is based on customer needs and current production schedule, and it is not guaranteed. On orders of 500 or more we may require more time. If you need your order by a specific date please let us know, this may require a rush fee if that date doesn't fall within our standard turn-around. Please note we are not open for national holidays and these days will add to the turn-around time of your order.

Rush Orders: Rush Orders may be available within 24-72 hours and are an additional \$50.00. Rush orders that are after those hours and before turn-around time are subject to a 35% upcharge. Please contact us for rush production availability. Payment for the rush fee plus a 50% deposit of the order total must be paid in full before printing will begin.

Payment: A 50% down payment is required to begin printing, unless special arrangements have been made in advance. We accept cash, checks and all major credit cards. Payment in full is required to release the job unless the customer is on net terms with us. 20% of your total invoice will be charged for items not picked up after 14 days. There is a \$30.00 charge for any returned checks. A late charge of 10% per month will be charged on all delinquent accounts over 30 days. *Payment of first half of invoice will act as approval of invoice and digital proof even when no other written approval has been given.*

Cancellations: If you need to cancel your order, refund amounts are determined based on the status of the order's production. Refunds may be subject to applicable return shipping and/or restocking fees.

Estimates, Proposals, Quotes: Estimates, proposals, quotes etc. expire within 30 days and are subject to change upon review of submitted artwork. Final invoices

Shipping: We ship all orders via UPS Ground unless otherwise specified. If you prefer a specific carrier, please let us know upon order placement. Shipping is not included in the estimates unless specified, Shipping is not included in the turnaround time.

Minimums: We require a minimum of 12 pieces per design and ink colors. Garment styles or garment color change is allowed as long as the minimum order quantity for that particular change is reached. Ink changes are available for a cost of \$15 each if the color change is for less than 12 items. *Please note if you are using the same logo but different color shirts it could cause a change in ink color.*

Adding Garments: If you need to add garments to your order after you have already placed and approved the order we will gladly add it if the production hasn't started yet. If production has started we will add a \$2.00 fee per shirt up until 12. If you add 12 or more there will be no fee.

If your order is completed and you need to add 1-11 more shirts, there will be a set-up fee of \$25 and \$3 per shirt will be added. If you add 12 or more there will be no fee.

Samples: Printed samples are available at the cost of \$20/side/color plus garment.

Garments: We reserve the right to substitute garments of comparable brand and/or color when the customer's request is unavailable.

Manufacture Out of Stocks: Due to the wide variety of brands, styles, colors and sizes that we offer, we do not stock garments in house. From time to time the manufacture may be out of stock or discontinued an item. In these cases the customer will be notified immediately and provided with other options.

Artwork Terms and Conditions

File Formats:

Artwork needs to be in one of the following "**vector**" file formats to be camera ready (ready for us to use):

- Adobe Illustrator CS5 or earlier (.ai)
- Encapsulated Post Script (.eps)
- Corel X5 or earlier

Unacceptable File Formats for camera ready use – subject to artwork charge (see below)

- JPEG (.jpg)
- Adobe Photoshop (.psd) – if you have this type of file I can help walk you through saving it the correct way, as long as it was created in photoshop from the beginning of the design phase.
- Tagged Image Format (.tif)
- Graphics Interchange Format (.gif)
- Portable Network Graphics (.png)
- Portable Document Format (.pdf)
- Please do not submit Microsoft Word, Publisher or Power Point files as "Camera Ready" artwork

Art Guidelines and Preparation:

We have a **standard artwork charge** of \$25 per hour, billed in 15 minute increments. The reasons why we would have to charge this is as follows.

- Files that do not meet the above listed criteria. (Minimum of \$25)
- If you would like us to create artwork for you
- Any changes that need to be made to your artwork (if we create your artwork and we made a mistake there will not be a charge for that change)

All artwork must be approved via a digital mock-up or signed print out. Upon receiving your mock-up, you will be allowed one additional set of revisions free of charge. Any additional revisions will incur an additional art preparation fee at our current rate. Changes to your artwork after approving the mock-up could increase turn-around times for your orders.

Art Approval: We will require receipt of a signed, faxed or emailed copy of each job's proof in order to begin the first day of production. It is the customer's responsibility to verify that all of the information

on the proof is correct. If an error is found after your order has been approved and printed, we will not be held liable for the cost associated with reprinting the order. We assume no liability for errors in designs approved by the customers.

Color Accuracy: Due to computer screen variances and scales being approximate your shirts will not always look EXACTLY as they do on your computer screen. If you are concerned about having exact color matches please request pantone colors to be used on your design (additional color matching fees apply).

Care Instructions: We will not be responsible for fading or weathering of goods. Once a print leaves our facility, we are not in control of the elements a print will endure, such as wash temperature, abrasiveness, soaps and chemicals, etc.

In order to ensure image longevity and vibrancy, we recommend “machine wash cold, inside out, and line dry (preferable) or tumble dry low” for all prints.

Social Sharing: We are very proud of what we do and the quality we product we put out. We do this by taking photos and posting them online via social platforms such as (but not limited to) Facebook, Instagram, Twitter and our website. Please notify us if you do not wish to have your logo photographed and put in our portfolio.

Guarantee: Identity Gear fully stands behind our work. If for any reason we made a mistake printing your order and it is not what was agreed upon and falls outside these terms and conditions, we will gladly reprint your order within 5 working days. We do not offer refunds.