

Minimums

Our minimum is 25 pieces per graphic/per style for Custom Printing and Contract Printing. For Design Studio, our minimum is 12 pieces, styles are limited to the program.

Payment

We require all orders to be **paid in FULL**. If payment is not made, the order will **NOT be processed**. Turn around time starts from payment date. We accept major credit cards visa, mastercard, discover and american express. We do **NOT** accept checks. If order is being shipped, shipping address must match the billing address of the card used to place the order.

Work Order Form

Orders will **NOT** be taken without the work order form. All order forms **MUST** contain all details, including any special instructions. **Deluxe** is not responsible for any missing information not transcribed from email or verbal communication to the work order form.

Artwork

All artwork must be submitted in an illustrator or Photoshop format at least 300 dpi / 9 inches wide. If created in Photoshop please send artwork with layers. If done in illustrator, make sure text is converted to outlines. **We will NOT proceed with the order if artwork is of poor quality**. If artwork is not sized, we will size it on a medium, but it must be able to fit the smallest size in the order. Based on case by case situation, a \$40.00 an hour art fee for correcting files may be applied. With a minimum of \$40.00.

Art Approvals

WE DO NOT OFFER PRESS CHECKS OR SAMPLE PRINTS. Art approvals will be sent via e-mail within a reasonable time after order has been placed. A link will be sent to your e-mail with the digital mock-up. The digital mock-up must be approved by typing your name on the designated area within 24 hours, or comment with any changes. If you do not approve the mock up within 24 hours, your order may be delayed. After digital mock-up is approved, there will be no changes.

Approval is sent on a medium t-shirt. *Note: Deluxe is not responsible for hindrance on production due to delayed approval of the digital mock- up. Please be sure to check your mock-up for artwork accuracy such as: color, placement, spelling and product information.

Changes to your Order

Changes are limited to the following: Adding additional pieces to the order, changing graphic color. Additional fees and extra production time may be applied (subject to minimums). **No changes are allowed once a payment is taken. Anything added to the order after the order has been placed will be considered a new order, additional fees may apply.**

Cancellations

All orders are final. **Absolutely NO cancellations** will be allowed if the order is already in process or any printing has been done. **Note: *If your order is a Rush there are no changes allowed after your order has been placed.**

Damages & Under Runs

We do our best to ensure every garment is printed correctly, but mistakes are inevitable. Customers have 48 hours to inspect and report any damages or defects with the order. Keep in mind we have a **5% damage** allowance, we recommend to order additional pieces. Deluxe is not liable for any garment manufactured inconsistencies including, but not limited to, mislabeled garments, color / fabric irregularities, stitching errors, rip, tears or holes in garments. Deluxe is also not liable for inconsistencies in discharge printing due to fabric, dye and/or fabric content. Deluxe is not responsible if certain items are out of stock. If items are out of stock, we will inform you as soon as possible and offer you alternative styles. **Placement: Please be aware that the industry standard is 1/4" tolerance in either direction. This will not be considered a misprint.**

Turnaround time & Due Dates

Our turnaround is **approximately 7-10 business days**. If we are extremely busy, our turn around can vary from 10-14 business days. Due dates are really important to us. If you have a specific date that you must have your production in your hands please let us know. We do offer a rush service (if available.) Please contact us if you need a rush order.

Rush Orders

We do offer rush services, but this service is not always available. In order for your order to be considered as a rush we need the following:

1. Artwork must be ready and to the size you would like us to print it. Example: If you want your graphic to be 10" across the front, make sure the artwork is also 10 inches. Keep in mind that the graphic must be sized from the widest parts.)
2. Work Order Form must be filled out with all the details of your order including pantone numbers, garment style and size breakdown.
3. (For Contract Printing) Goods must be in house, separated by graphic and ready to print.

Rush orders are subject to a \$50.00 fee per style.

*For Contract Printing ONLY

If you are providing the garments for printing, then you must provide us with a detailed description of the garment, including style number(s), color(s), size(s), quantity and packing slip. Deluxe requires at least one additional piece per style in each color if needed for testing ink such as (discharge), colors and or printing techniques etc. We are not responsible for the end result of screen printing on the following treatments: Garment dyeing, tie dyeing or special washes made on the garment. **We ask that merchandise packaged in polybags or any type of packaging be removed, prior to dropping off.**

Shipping & Deliveries

Deluxe Screen Printing is not responsible for any delays due to the shipping company. **Customers are responsible for all shipping and handling fees (if applicable).** Customer must notify when placing the order if the order will be shipped. *We only ship orders to the billing address of the card used to place the order. Deluxe is not responsible for the pick-up, delivery or quantity of goods unless otherwise agreed upon. Deluxe is not liable for any delay of any portion of the goods covered by this contract due to labor disputes, fire, war, government regulations or any other conditions or causes beyond our control.

Screens

Screens are not for sale. Screens are property of Deluxe Screen Printing Inc. Screen fees are for burning and maintenance only. Screens are kept for 6 months of the initial order. After that, screens are reclaimed. If you wish to do a reprint after the six months, you will have to pay screen fees again. ***Note: If you have the same design and would like printing in a different area of the garment, it can be considered an additional screen and set up.**

Pantone Color Mixing

Pantone color match is available for plastisol, water base and discharge inks. For specific pantone colors in plastisol will be charged at standard rate of **\$10.00 per color**, waterbase/discharge **\$20.00 per color**. No charge for black or white. Select a pantone from our free plastisol (only) color chart at no additional charge. Please note that Pantone color mixing is not 100% accurate.

Estimates

Estimates expire in 30 days. Estimates are subject to change upon review of the graphic. You will receive an estimate within 24 hours of your quote request. **(Weekends are excluded. Example: You submit a request Friday at 3:30pm you will receive your estimate on Monday during business hours. Please provide us with a little time to get back to you.)**

Prices & Policies

Deluxe Screen Printing has the right to change and alter pricing & policies without notice. We care for our clients and always try to keep our prices low and reasonable.

☐ **Please check the box if you allow Deluxe Screen Printing to use images of printed garments for any marketing such as company website and social media pages.**

If you would like us to feature you please type your user name @_____

***Reviews: We love to hear from you. Write a yelp review and receive 10% off your next order. Let us know how much you love your printed goods!**

By signing below you are certifying that you have read and agreed to all guidelines above.

Name: _____

Date: _____

Signature: _____