

Screen Printing Terms and Conditions

TURN AROUND TIME

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. It is not guaranteed.

Some type of prints may take longer depending on the type of garment and number of colors in the print. On orders of 250 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. These days will add to the turn-around time of your order.

RUSH ORDERS

Rush Orders may be available for a fee. Please contact us for rush production availability. Payment for the rush fee plus the 50% deposit of the order must be paid in full before printing will begin. Final artwork approval must be complete to begin production.

MINIMUM ORDERS

We require a minimum of 12 pieces per design and garment style/color. 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.

PAYMENT

A 50% deposit is required to begin printing. We accept cash, check 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.

SHIPPING

We ship all orders via UPS Ground. Shipping is not included in the estimates unless specified, Shipping is not included in the turnaround time.

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. We will not be held liable for delays due to manufacture out of stocks or discontinued items. In these cases the customer will be notified immediately and provided with other options.

COLOR MATCHING

All colors in a design will be matched to the closest in-house stock ink color. For exact color matches, please request Pantone matched colors. Pantone color matches are available for an additional fee.

PRINT PLACEMENT VARIANCE

There is a human element involved in screen printing. As much as we try to automate there is still going to put someone constructing t-shirts by hand and loading them on the press by hand.

Due to this, we cannot be held liable for printing placements less than a 1/2" in variance. We do our best to load the shirts for optimal placement in accordance to the proof.

MANUFACTURE DEFECTS

We cannot be held responsible for garment inconsistencies related to size, shade, or construction. We suggest ordering extra garments to account for such defects.

OVER & UNDER RUN

R&R Coast will not be held responsible for spoilage due to inconsistencies in the print on up to 3% of the order total. This can mean a shortage of up to 3% on your order. Upon completion of your product, all the garments are counted, and if the order is short at all we credit back your account as soon as we send out the order. *PLEASE NOTE:* If you have an event or exact quantities are needed you will need to either account for this spoilage or let us know in advance that the order needs to be exact. This can add to production time as well as cost.

Under/Over Run Allowance on Contract Orders is calculated by number of impressions on the order, not the number of pieces.

All orders within the Under/Over Run Allowance of the ordered quantity will be considered acceptable for delivery. For this reason, we highly recommend you order extra garments for each size. R&R Coast will not be responsible for profit loss on under runs.

Standard & Oversize: 3% per print location

OVER THE ZIPPER & SEAM PRINTS

Printing over zippers and seams will never produce a 'perfect' print. Returns and reprints will not be issued for these services.

CUSTOMER RELATIONS

We are fortunate to work with some really great customers and companies. But, every once in a while, we will have a potential customer who is rude or inappropriate. We reserve the right to not accept your order if you are unpleasant to work with!

ARTWORK TERMS AND CONDITIONS

Accepted File Formats:

Artwork needs to be in one of the following "vector" file formats to be print ready (ready for us to use): If you are submitting artwork, it must be 300dpi resolution or higher (print ready)

- .ai
- .eps
- .pdf (not all pdf files are print ready. We will have to review each .pdf submitted)

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

- JPEG (.jpg)
- Adobe Photoshop (.psd) – if you have this type of file, we can sometimes convert to a print ready file as long as it was created in photoshop from the beginning of the design phase. If it is a conversion that takes less than 30 minutes, the rate is \$15.00)
- 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 “Print Ready” artwork

ART GUIDELINES AND PREPARATION

We have a standard artwork charge of \$30 per hour with a 1 hour minimum. After one hour, all graphics work is 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 \$30)
- 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 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, and our website. Please notify us if you do not wish to have your logo photographed and put in our portfolio.