



## Minimums

Stackin tees minimum is 10 pieces for Screen Printing, a max of 12 pieces for heat press, and 30 pieces for Contract Printing.

## Payment

We require **ALL orders under \$200.00 to be PAID IN FULL BEFORE WE BEGIN PRINTING.** Orders over \$200 will require a **50% deposit BEFORE PRINTING WILL BEGIN** and the remaining balance to be paid in **FULL** before garments will be relinquished to the customer. If payment is not made, the order will **NOT be processed.** We accept all major credit cards (Visa, Master-card, Discover and American Express) and Pay Pal. We do **NOT** accept checks. If order is being shipped, the shipping address must match the billing address of the card used to place the order. The quoted wait time for your order **DOES NOT** begin until **AFTER** the payment is made, and cleared! **NO EXCEPTIONS.** You will be placed in line in the order in which your order was received.

## Work Order (Quote) Form

All orders **MUST** be submitted with a Stackin Tees Order form (in store) / Quote form (Online). Orders will **NOT** be taken without the work order form or Quote form.

## Artwork

All artwork must be submitted in an illustrator or Photoshop format with resolution of at least 300 dpi. If created in Photoshop please send artwork with layers. If done in illustrator, make sure text is converted to outlines (CTRL+Shift+O). If artwork is not sized, or is of poor quality, we can size to fit within the printing area as well as correct, and build images to our required 300DPI resolution. Based on case by case situation, a \$15.00 an hour art fee for correcting files may be applied. With a minimum of \$15.00.

## Art Approvals

**WE DO NOT OFFER PRESS CHECKS.** 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 or the mockup will be an attachment to the email. The digital mock-up **must be approved** by typing, replying, or signing your name on the designated area within 48 hours, or respond with any changes. If you do not approve the mock up within 48 hours, your order may be delayed. After digital mock-up is approved, there will be **no** changes. \*Note: Stackin Tees is not responsible for any 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 will be applied. **Absolutely No** changes are accepted once a payment is taken. Anything added to the order after the order has been placed will be considered a new

## Cancellations

All orders are final. If a cancellation is made after an order has been placed, but before we begin printing, you will be subject to a 25% restocking fee plus a partial payment covering any service already provided. **Absolutely NO cancellations or refunds** will be allowed if the order is already in process, or any printing has been done, or your order is complete. **Note: \*If your order is an expedited order there are no changes allowed after your order has been placed.**

## Damages & Under Runs

We always work our hardest to ensure every garment is printed correctly, but mistakes are inevitable. Customers have **24 hours** to inspect and report any damages or defects with their order. Keep in mind we have a 2% damage allowance, we recommend to order additional pieces. Stackin Tees **is not** liable for any garment manufactured inconsistencies including, but not limited to, mislabeled garments, color dye irregularities, stitching errors, rips, tears or holes in garments. Stackin Tees is also **not liable** for inconsistencies in discharge printing due to fabric, dye and/or fabric content. Stackin Tees **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 Inch tolerance in any direction (up, down, left, right). This tolerance **will not** be considered a misprint.

## Turnaround time & Due Dates

Stackin Tees turnaround is usually 14-21 **BUSINESS** days. If we are extremely busy, our tum around can vary from 22-25 **BUSINESS** days. Due dates are the highest importance to us. If you have a specific date that you **must have your production in your hands** please let us know. We do offer an expedited service (**if available**.) Please contact us if you need an expedited order. In most cases Stackin Tees **cannot** fulfill next day orders. Some exceptions may apply.

## Expedited orders

Stackin Tees **does offer** expedited services, but this service is **not always available**. For your order to be considered an expedited order we **must have** 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 11 inches across the chest, make sure the artwork is also 11 inches. (\*Note: the graphic must be sized from the widest parts.)
2. Work Order / Quote Form must be filled out with all the details of your order including Ink color / pantone numbers, garment style and size breakdown.
3. **Expedited orders will incur a \$75.00 fee per 50 garments. Or \$50.00 for anything under 49 garments.**

## Shipping & Deliveries

Stackin Tees **is not** responsible for any delays due to any shipping company. **Customers are responsible for all shipping and handling fees (if applicable).** Customer must specify when placing the order if the order will be shipped. \*Stackin Tees will only ship orders to the specified address provided by the customer placing the order. Stackin Tees is not responsible for the pick-up, delivery or quantity of goods unless otherwise agreed upon. Stackin Tees **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

**Stackin Tees screens are not for sale.** Screens are property of Stackin Tees. Screens are kept for 1 Day after the initial order is released for non- contract accounts and for 60 days for Contract printing. After the stated time-lines, screens are reclaimed. If you wish to do a reprint after the 60 day wear out date, you will have to pay setup 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.

### **\*For Contract Printing ONLY**

If you are providing the garments/ product for printing, then **you must** provide Stackin Tees with a detailed description of the garment / product, including style number(s), color(s), size(s), quantity and packing slip. Stackin Tees requires **at least THREE additional pieces per style, per size, in each color.** these extras may be 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 cannot receive goods in individual poly bags or any type of packaging. It is your responsibility to have your items shipped without, or you must come separate them from the poly bags at your own expense. If you refuse to separate the garments from such bags, each garment will incur a .10 Cents charge per item separated.

## Pantone Color Mixing

Pantone color match is available for plastisol, water base, and discharge inks. For specific pantone colors in plastisol, water base or discharge, color mixing colors will be charged at the standard rate of \$10.00 per color. Select a pantone from our free color chart (Plastisol only). Please note that Pantone color mixing is not 100% accurate.

## Estimates

Estimates expire 14 days after the date in the "Today's Date" portion of the Stackin tees quote form. This box is located in the top left corner of the form. Estimates are subject to change upon review of the graphic. You will receive an estimate within 48 hours of your quote request. (Weekends are excluded. For example: should you submit a request Friday at 3:30pm you will receive your estimate no later than Tuesday during business hours.)

## Prices & Policies

Stackin Tees 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. Thank you for your business.

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\_\_\_\_\_ Please initial if you allow Stackin Tees to use images of printed garments for any marketing such as our company website and social media pages.

\*Shout outs: If you do a shout out featuring Stackin tees on Instagram, or Facebook with your printed apparel, you will receive a 5% discount on your next order. (\*Good for one time use ONLY. Customer can choose when to apply.)

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

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Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

