

# TERMS AND CONDITIONS

With the approval of layout & invoice, along with your arrangement of payment or terms (NET 30) you agree to A SMALL PRINT SHOP's Terms & Conditions.

## TURNAROUND TIMES

A SMALL PRINT SHOP (ASPS) strives to keep our standard turnaround time to 10 business days. During peak seasons turnaround times can vary. If a client needs garments in hand by a specific date please notify ASPS before you submit your payment or finalize your approval. Turnaround times begin when payment has been received (unless another arrangement has been made) and do not include shipping times. Payment can only be received after an invoice and layout have been approved and finalized. Once a payment is received no further changes can be made to the layout / invoice.

## PAYMENT

Payment in full is due after layout / invoice is approved in order to put an order in line for production (unless other arrangement has been made).

## OVER / UNDER RUNS

All orders are subject to an under-run of 5% or 5 garments, whichever is greater, in any print run. ASPS will not be held liable for an under-run in a completed order within that allowance. In the case of an under-run exceeding the allowance, ASPS will reprint the needed garments. Due to these allowances ASPS highly recommends that the client order extra garments for each size.

For Contract Printing orders, the under-run allowance is increased to 7% or 7 pieces, whichever is greater.

## GARMENT DEFECTS

All garments are sewn by hand in factories all around the world. ASPS does not produce any garments in house. Therefore, ASPS will not be held liable for manufacturer defects such as holes, stitching, sizing issues, and/or dye color inconsistencies.

ASPS attempts to remove any defective garments before printing and completion of an order, but can occasionally miss a garment's defectiveness. If it is found that defective garment was delivered, ASPS will issue a refund for defective garments upon receipt of returned defective garments. The client will be responsible for return shipping. If the defective garments cannot be returned, ASPS will issue a credit of an equal amount of the defective garment to the client's

account. ASPS does not offer reprints on defective garments, unless the defect is present on 5% or more of the total order.

## **GARMENT STOCK**

ASPS does not stock any blank garments. Therefore, ASPS cannot guarantee stock levels of any specific garment from ASPS's wholesalers.

ASPS will not be held liable if stock issues cause a delay in an order and therefore jeopardize completion in an agreed upon delivery and/or due date. In the case a garment is out of stock or discontinued, the client will be notified immediately and provided with alternative options for replacement garments.

## **INVOICE / LAYOUT APPROVAL**

It is the client's responsibility to review and approve layouts and invoices for correct print size, placement, spelling errors, shirt style (model number), manufacturer's specified garment color, ink colors and quantities.

ASPS will not be held liable for any errors in approved layouts and invoices. If errors occur that do not match an approved and finalized layout and invoice, ASPS will reprint the order to match the approved and finalized layout and invoice at no cost to the client.

## **COLOR MATCHING**

ASPS uses a Pantone approved mixing system to mix Pantone ink colors, which are then compared to the Pantone Solid Coated color book. Due to the nature of screen printing, ASPS cannot guarantee 100% color accuracy when printing with plastisol, waterbased, or discharge ink.

Further, ASPS will not be held liable if Pantone hues vary slightly on dark or medium colored garments with an underbase white or no underbase white and when printed on white or light colored garments.

When printing with Discharge inks, ASPS will not be held liable for Pantone hues that vary drastically, due to the nature of Discharge ink and its unpredictability on different fabric blends and manufacturer's dyes in the garments being printed.

## **PRINT PLACEMENT**

ASPS will print every order in standard print placements; 1-4 inches below bottom collar depending on design and garment style. It is the clients responsibility to provide a specific print placement if it is desired.

ASPS will not be held liable for placement of printing if a print placement was not specified by client.

## **CANCELLATIONS**

Once payment has been received all orders have a 24 hour cancellation window during which the status of the job will determine the eligible refund amount. A re-stocking fee may apply to cancelled orders. Any cancellation after a 24 hour window, will deem the payment non-refundable.

## **RETURNS / REPRINTS**

All claims of unsatisfactory products will be considered within 72hrs of delivery. If the products are returned for inspection and possible reprinting, all product must be shipped or returned to ASPS within 2 weeks of unsatisfactory claims. Upon inspection, ASPS will reprint the order if any discrepancies are found between approved and finalized layout and invoice, and the delivered product.

If ASPS deems the product satisfactory within the approved and finalized layout and invoice, ASPS will not be liable for any and all shipping charges incurred.