



EMBROIDERY POLICIES

Artwork	Digitized artwork in the size needed for production is required for embroidery. We prefer .dst or .fes files. All other formats require additional charges for conversion. Minimum conversion charge per design is \$25. Conversion charges will be quoted in advance. By requesting production from us, the customer guarantees that they have the reproduction rights of any provided artwork and that such artwork is free and clear of all claims of copyright. Customer retains the full responsibility for any copyright infringements. We reserve the right to refuse to produce any artwork that we believe may be protected by copyright. We also reserve the right to refuse to print profanity or what we determine to be inappropriate.
Graphic Design	We offer graphic design service to assist you in creating your logo or design from scratch. The first hour of design time is provided free of charge. Additional design time or changes are billed at a rate of \$45/hour. Time for your design work will be quoted in advance. We maintain the rights to all the artwork that we create. We will release the designs for one-time use elsewhere, such as for printing flyers, etc. for \$25 or you can purchase unlimited rights to the design for \$200. Pre-payment is required for the release of any artwork.
Reorders	Pricing is based on quantities in reorder only.
Specialty Colors	If a specialty color or thread is required for your order, add \$.50 per garment. You will be advised in advance if we determine your order requires a specialty color or thread.
Shipping	Items are priced for pick-up at our location during standard business hours. Shipping is available and will be charged to the customer at our cost.
Spoilage	Due to the nature of the production process, spoilage can sometimes occur. We recommend that all garments be ordered through us. For garments through us, any spoilage will be replaced at our expense. For customer-provided garments, we allow up to a 5% spoilage rate. Anything in excess of 5% will be credited to the customer. Value of customer-provided garments must be provided in advance. We reserve the right to refuse to print on any customer-provided garment at our discretion. See also "Minimum Quantities".
Minimum Quantities	We do not have minimum quantities on garments ordered through us. For customer-provided garments, the minimum quantity is 24. See also "Spoilage".
Production Time	Standard production time is 10-15 working days from finalized order, including artwork approval and payment arrangements. Rush Charge available.
Rush	Rush Charge of 25% if production time of less than 10 business days is required.
Non-traditional location fee	Standard pricing are for embroidering on traditional locations, such as Hats and Left chest of garments. Non-traditional or hard-to-hoop locations, such as Pocket, Above Pocket, Sleeve, Collar, Leg, Buttocks, etc. require special handling and could involve a 25% - 50% surcharge. You will be advised in advance if any surcharge will apply.
Names & Numbers	Individual names or numbers added to garments are \$8.00 each.
Payment	Payments are accepted via cash or check. Payment is due in advance unless we have approved other arrangements. Payment at pick-up, Net 15, and Net 30 arrangements are available upon your request and our advanced approval.
Pricing	Pricing is based on total quantity of the order receiving the same print, regardless of the type of garment. For example, the 50 quantity pricing would be available for the same design on 25 polos and 25 hoodies.