

# FREQUENTLY ASKED QUESTIONS FREQUENTLY ASKED QUESTIONS FREQUENTLY ASKED QUESTIONS FREQUENTLY ASKED QUESTIONS



## ARTWORK

**\$40/HR ARTWORK FEE MINIMUM \$10**

**\*NO ARTWORK FEES FOR CUSTOMER SUPPLIED .EPS/.AI FILES\***

- SCREEN PRINTING UP TO 6 COLORS
- DIRECT TO GARMENT FOR 6+ COLORS (SPECIFIC GARMENT REQUIREMENTS)
- \$25 SCREEN FEE PER COLOR IN ARTWORK (ADDED TO INVOICE TOTAL, NOT PER ITEM)
- REPEAT SCREEN FEE OF \$15 PER SCREEN FOR REPEAT PRINTS

### PRICING BRACKETS BY QUANTITY

**1 | 24 | 48 | 72 | 144 | 288 | 492 | 759 | 1500 | 2500**

## ADDITIONAL PRODUCTION CHARGES

**EMBROIDERY DIGITIZING FEE OF \$15 PER DESIGN**

**\*NO DIGITIZING FEE FOR CUSTOMER SUPPLIED .DST FILES\***

- EMBROIDERY CHARGES ARE CALCULATED BY STITCH COUNT, NOT COLORS
- MID PRODUCTION COLOR CHANGE FEE OF \$10 PER CHANGE
- EXACT PMS COLOR MATCH FEE OF \$10 PER COLOR
- RUSH FEE ADDED TO ANY ORDER NEEDED IN LESS THAN 14 DAYS FROM TIME OF ORDER PLACEMENT

## PRODUCTION TIME & PAYMENT

**WE USE AN ONLINE PLATFORM CALLED PRINTAVO FOR QUOTES & PAYMENT**

- TURN AROUND TIME SHOULD BE 2/3 WEEKS FROM THE TIME ORDER IS APPROVED
- NO GARMENTS WILL BE ORDERED UNTIL QUOTE IS APPROVED BY CUSTOMER
- ANY CHANGES MADE AFTER QUOTE APPROVAL WILL DELAY PRODUCTION TIME AND ORIGINAL DUE DATE DOES NOT HAVE TO BE MET WITHOUT RUSH FEE
- 50% DEPOSIT IS PREFERRED ON ALL APPROVED ORDERS (PAYMENTS CAN BE MADE ONLINE)
- ALL ORDERS MUST BE PAID IN FULL UPON PICKUP