



King Screen Printing Print Policies / Terms and Conditions

Quantity Rates & Minimums

We have set pricing and minimums. Our quantity based print rates include all basic setup fees and charges for your print run. The pricing we offer is based on the quantity of each impression completed within the same order. Pieces cannot be added after an order is placed and scheduled. Repeat orders are priced at our standard rates and are subject to a different rate based on the quantity ordered.

Turnaround

Due primarily to our remote location our **typical turnaround time is 15-20 business days**. Orders can be done faster but charges for blank garment shipping and expedited production may incur an extra charge. See Deadline / Rush Orders section in this policy. Some orders with add-on services or specialty prints may take longer. Turnaround time begins the business day after the order is placed. An order has been placed when the invoice has been paid in full (or when the deposit has been made on eligible orders). King Screen Printing will not be responsible for missed deadlines due to weather conditions, power interruptions, backorders or errors from distributors, shipping errors or anything else outside our control. If we encounter any problems, we will inform you and work with you to reach a solution.

Submitting Artwork

Knowing what and how to submit artwork will speed up your turnaround time. Art not supplied in print ready format as specified is subject to art prep and or graphic design fees at our current rate of \$75 per hour. We will not be responsible for misspellings or errors in artwork after the final proof is approved. You can send us your artwork in several formats.

- **Screen Printing: Vector based files are preferred - .pdf, .ai, .eps, .psd, .ps**
- **Embroidery: Vector based files are preferred, but high resolution raster images will work .pdf, .ai, .eps, .psd, .ps, .png, .jpeg, .tif**

• If specific colors are required for a job, we strongly recommend customers provide specific Pantone® color call outs (or color swatches) for color accuracy. Otherwise, we will use our discretion for color matching. Custom mixed ink colors are billed at \$20 per color. There is no charge for color matching embroidery thread, but note not every color in the spectrum is available as thread.

Print Sizes

Quantity pricing is based on impressions of the same graphic in the same print location and print size, unless otherwise requested. Please be sure to specify the size you would like your decoration. Garment cut and/or size will dictate the maximum size that a decoration can be.

Artwork Creation and Ownership

Any digital graphic files designed or prepared by King Screen Printing for the purpose of producing printed goods is our sole property. If you ask us to create a design or rebuild a design for the purpose of decorating, the cost includes the labor and skill to produce an output ready file for our use, not for the ownership and rights to said files. Ownership rights can be purchased in addition to the design and preparation fees. Output ready artwork submitted by you, which we are not creating, just printing, is not owned by King Screen Printing but by you or it's rightful owner. We will keep your artwork on file but will never reproduce your artwork without your consent. Additionally, we will not reproduce anyone else's intellectual, copyrighted or trademarked property without the rightful owner's consent.

Proofs

Monitor color cannot be used as a color proof, just as a general reference. Every device can potentially show color differently, this is why monitor color is never considered accurate for real world color proofing. Digital proofs are just a quick mockup to show general placement and to get approval of the graphics. These are not intended for proofing of "specific" image size, color, or placement. If you do have a specific ink color, size or placement it is up to you to inform us, otherwise we will use our best judgement and make these decisions for you.

Payment

1. When King Screen Printing is supplying the blank goods and decoration services - Orders under 1K are paid in full when the order is placed. This speeds processing and eases delivery/pick-up without the need to make a second payment to us when your garments are ready. Orders over 1K are eligible for a 60% deposit.

2. When the client is supplying the blank goods and King Screen Printing is only providing decoration services - Invoices must be paid in full when the order is placed. King Screenprinting will not be liable for the monetary value nor replacement of any of these items. Client-Supplied garments are not eligible for any type of refund or credit. Only decoration and service charges are eligible for reimbursement. Up to 5% loss of goods may result so if exact quantities are required extras should be supplied.

Over / Under Run

We observe a 5% over/under allowance. We typically order up to 5% extra and include them in your print run, to account for possible loss and/or damaged goods. King Screen Printing will make every effort to give you a perfect run, but occasionally we need to pull garments from an order. Sometimes these are manufacturer defects, other times they are print errors. Very often clients end up with a few extra pieces. Our over/under policy applies to all orders, whether garments have been supplied by the CLIENT or King Screen Printing. up to 5% loss of goods may result so if exact quantities are required extras should be supplied. King Screen Printing will not be responsible for under runs within the under/over run allowance of 5% based on the total quantity of goods ordered. Everything within the 5% allowance of the ordered quantity will be considered acceptable for fulfillment. King Screen Printing will not be responsible for lost profits on under runs. In addition, please note that all projects require a certain amount of testing. We reserve the right to dispose of test prints and/or misprints as we see fit. Invoices will be adjusted accordingly based on final over / under quantities.

Deadlines / Rush Orders

If your deadline is closer than our current turnaround, the only way to ensure order completion in time is to pay a rush fee. Rush orders are accepted only if our current production schedule allows for it. The schedule below is the percentage that will be added to your invoice total based on turnaround time. Turnaround time begins the business day after the order is placed. An order has been placed when the invoice has been paid in full (or when the deposit has been made on eligible orders).

- **Within 3-5 Business Days: 100%**
- **Within 6-8 Business Days: 80%**
- **Within 9-10 Business Days: 60%**
- **Within 11-15 Business Days: 40%**
- **First Available: No Rush Fees**

Getting Social / Sharing

We love to print and are excited to show off the work we do for you! Pictures are often taken during production and after the prints are complete. We may post them on platforms like Instagram, Facebook, Pinterest and Twitter. It's a great way to show our skills and to spread awareness of your brand. If you're not comfortable with your project being photographed and shared, please let us know while placing your order. No notification will constitute your full permission to post or to use the photos as examples of our work.

Out of Stock Items

King Screen Printing will not be responsible for items that are out of stock. We do our best to inform you of accurate inventory levels at consultation. Unfortunately, stock levels can fluctuate very quickly and the garment that was in stock yesterday, may not be today. We will let you know right away if an item is backordered and offer alternates if need be. We do not print incomplete orders, meaning if half of your order comes in but the rest is backordered, we will not print the garments that arrived early and the rest once they come in. If there is a delay with any of your garments We will either wait for the arrival of your complete order or credit your account for the missing pieces. When you choose to wait for backordered items, turnaround will start once the backordered items ship from the distributor.

Decorating Over Zippers, Collars or Seams

Due to the uneven nature of seams, collars or zippers, decoration inconsistencies and/or distortions are normal. Items decorated over seams, collars or zippers with inconsistencies are considered acceptable and are not misprints. In some circumstances we may recommend transfers to achieve better results.

Heat Pressed Garments

If transfer film, ink transfers or a foil process is used on garments they often get a pressmark around the decoration area. This is especially prevalent on synthetic fibers like Polyester, Lycra and nylon. We use special cover sheets and pillows to

minimize the press marks but this is not considered a decorating error.

Care Instructions

To ensure longevity of your print and image vibrancy, we always recommend machine washing your garments in cold water and tumble drying on low heat. Foil prints should be washed inside-out and line dried. All printed garments should be washed prior to wear. You should expect a small amount of fading with water based or discharge prints. Because they are basically dyed fabrics, the printing will fade along with the fabric after repeat washings. This is not a print defect.

Discharge Ink

Discharge inks are effected by the base fabric color of the garment. Our custom mixed inks are consistent in tone but can appear different from garment to garment. This can even happen printing on the same color of garment within the run. This phenomenon is unpredictable and we make no warranty against it. In rare circumstances a manufacturer may re-dye a garment leaving the base color something other than tan or light grey. This can significantly effect the final print color but is outside of our control and we will not be held responsible for this occurrence. Some fabric colors such as kelly green, royal blue, teal and purple resist the discharge process so we tend to steer away from those. Other fabric dyes react amazingly well. We will work with you to pick the best combination of apparel and inks for results you will love.

Hand (Feel of Prints)

We have several different methods for screen printing garments, some which may provide a different feel for the final decoration. Many variables come into play in regards to fabric, textures, dyes, blends and heat sensitivities. King Screen Printing makes no guarantees that the final print will "feel" exactly how expected, but we will always make every effort to achieve the desired results.

Placement

While printing, we do our best to ensure designs are printed in consistent locations on all garments in the run. However, small variations should be expected. All garments are sewn differently and variations in each individual garment may result in slightly varied placements. A 1" allowance in any direction off the proofed location is considered acceptable. If the desired print location is near a seam or a collar, these variances may be more noticeable. King Screen Printing will not be responsible for print location variances within the 1" allotment.

Custom Ink Colors

Any stock color we carry can be selected for no additional charges. If custom ink colors are desired we strongly recommend that our customers provided specific Pantone® color call outs in the ordering process. Computer monitors can vary a great deal from screen to screen. If no Pantone® color call out is specified, we will do our best to match what we see on our screen.

Color Matching on Reorders

The steps involved in the making of stock colors and the mixing of inks is not a perfect science. Even with the use of mixing systems and scales we cannot guarantee a perfect color match on every run, but we will always get the color match within an acceptable range.

Manufacturer Defects

King Screen Printing will not be held responsible for manufacturer defects such as mislabeled sizes, color inconsistencies, re-dyes resulting in discolored discharge prints, loose stitching and other garment defects.

We inspect each garment while printing but cannot guarantee the quality of each garment. If exact numbers are required, we highly recommend ordering extras of each size.

Customer Supplied Goods

Client supplied garments will incur a handling fee of .50 cents per garment.

We request a list of each style, color, size and quantity.

Many of our clients choose to supply us with their own garments to print on. This is totally acceptable with a few provisions. KSP will not be liable for the monetary value nor replacement of any of these items. Only decoration and service charges are eligible for reimbursement, and that is only in the event of an error on our part. Any charges for misprints in the run will be credited back to the customer account. No credits for garment costs will be reimbursed.

Client-Supplied garments are not eligible for any type of refund or credit.

Once delivered, we check-in the delivery against the listed quantity. We will not be responsible for shortages, mis-ships or manufacturer defects. We are well acquainted with a wide variety of garment types and styles. However, there is a certain

amount of research and testing that needs to be done for the seldom used garment style. Additionally, anyone wanting to print on polyester or performance materials should know that it could result in dye migration. Special dye migration blockers are available but without knowing whether or not the manufacturer has recommended these types of blockers it is up to the client to find out if the supplied garments are sensitive to dye migration. KSP will not be held responsible for dye migration issues on customer supplied garments. King Screen Printing will not be responsible for profits lost for shortages of customer supplied goods. We may also choose not to print what you bring us for any reason.

Printed Samples

We print samples with the following pricing and terms:

Sample printing per Design: \$100 for the first color, \$50 for each additional color or location. Plus the cost of the sample garments. You will get two samples. Any graphics fees, custom ink mixes or color changes are subject to our normal charges and are not eligible for a credit.

A credit of the sample cost will be applied to your account if a production order of the same design is made within 7 business days of the samples shipment or availability for pick-up. The print must stay exactly the same to get a full credit. To receive a 100% credit of your sample order, it's value must be at least 10% of the production order value. For example, when ordering a 3 color, one location sample, the cost of the print would be \$200 (\$100 + \$50 + \$50). To receive a full \$200 credit, the production order must be at least \$2000 (excluding art, custom Pantone mixes or ink changes). A print run of say \$1200 would get a credit of \$120. Specialty garments and items like hoodies may incur additional charges.

Subjectivity

KSP will not be responsible if you do not like the look or fit of a garment and/or the artwork printed on it. We will work closely with you to make sure the garment selected fits your needs and meets your expectations. However, we expect each client to do some research of their own. Color swatches shown on our site or in a color book are approximations of the actual garment color. They do not exactly replicate the real life fabric color. For sizing, full garment specs are always available from manufacturers, but can also vary from the actual piece. If you are unsure of a product's look or sizing, we suggest ordering a blank sample prior to production. Please note that samples will delay turnaround times so account for it when planning your project. Artwork that has been approved for printing cannot be disputed. Payment of an invoice constitutes approval. Mockups can be provided upon request, but are not offered in every circumstance.

Print Guarantee

We completely stand behind our work. Please check your completed order carefully and notify us of any problems within 48 hours of receipt. If, for any reason, we made a mistake in the printing your order and it falls outside of these terms & conditions, we can discuss correcting our mistake. We will not be responsible for errors found after 48 hours.

Pricing

KSP reserves the right to change our pricing at any time and without notice. Estimates made prior to the change are valid for 30 days after the estimate's creation.

Shipping

Most of our business is Local and is available for will call once completed. In the rare circumstance we are shipping printed goods we generally ship via USPS priority mail unless a 3rd party shipping agent is requested. KSP will not be responsible for transit time estimates, undeliverable addresses, shipping errors, bad weather or other problems with transit. King Screen Printing assumes no responsibility for goods once they leave our warehouse.

Packaging

Garments will be bulk folded and packaged by the dozen.
Special arrangements can be made if Poly bagging is desired.

Cancellation

Orders cancelled after a payment is made are subject to a 20% cancellation fee.
Once production has begun and garments have been printed, cancellations are not accepted.

Returned Checks

There is a \$30 charge for all returned checks and/or ACH payments. If a check or ACH payment is returned, all payments thereafter will need to be made with a Credit Card, cash or Cashier's check.

Holidays

King Screen Printing Screen Printing observes the following holidays which are not included in our stated turnaround time.

January 1, New Year's Day
Memorial Day - Last Day in May
July 4, Independence Day
Labor Day
Thanksgiving Day
The day after Thanksgiving
December 24, Christmas Eve
December 25, Christmas Day

Terms and Conditions

These print policies are also considered our Terms and Conditions.