



SCREEN PRINTING POLICY (SPP)

Please read all guidelines in our policy and sign your name in agreement on your order form.

Email info@levretsink.com for any questions or concerns.

PAYMENT

We require a HALF-DOWN minimum deposit on all new orders. If payment is not made, the order will NOT be processed. Cash or check is preferred. We accept any US-issued magstripe or chip cards (credit, debit, corporate or prepaid) along with Apple Pay. We can issue an electronic invoice by request to be paid online for an online convenience fee (3% of total invoice). If order is being shipped, the shipping address must match the billing address of the card used to place the order.

ORDER FORM

All orders **MUST** be submitted with a Levrets Ink Custom Screen Printing order form. Orders will NOT be taken without the order form.

ARTWORK

If you are providing your own artwork, please make every attempt to provide the file in vector format for the highest quality print (Adobe Illustrator files with all text converted to outlines is preferred). If submitting an Adobe Photoshop file, please ensure that the format is at least 300 dpi and the artwork is with layers. If you are unable to provide a vector file or 300 dpi copy of your artwork, we can not ensure a high quality print. If your submitted artwork is of poor quality (pixelated), there is a possibility your printed items will reflect that. We will create artwork for your shirts at no additional cost to you per request. **We will NOT use or print artwork created from other screen printing shops without their permission or ANY artwork with watermarks present.** Artwork will be sized to fit on the smallest shirt in your order so that it can be printed on all sizes. If artwork needs to be resized to fit different garments or items, there will be a \$25 per color screen charge. If you require the art file(s) created for your order for your own personal use, you may purchase the artwork/design rights at any time from Levrets Ink Custom Screen Printing. Cost for rights to artwork/designs are based on case by case situations depending on the amount of time and work used to create said design with a minimum cost of \$50.

ART APPROVALS

WE DO NOT OFFER PRESS CHECKS. Art approvals (mock ups) will be sent via e-mail (or text if specified) within a reasonable time after order has been placed. The mock up must be approved with a reply to the email (or text). Please, review all the information on the mock up before approving. It is your responsibility to check the mock up for artwork accuracy such as: color, placement, spelling, product information, etc. Please be aware that any mock up you receive does not necessarily reflect 100% accuracy of what the items will look like when printed. They are intended as art proofs. If you do not approve the mock up within 24 hours, your order may be delayed. After the mock-up is approved, any changes will be subject to additional fees. The mock up reflects a standard medium size t-shirt (actual size of t-shirt will vary depending on your order). Levrets Ink is not responsible for hindrance on production due to delayed approval of the sent mock up.

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 may be applied (subject to minimums). After the mock-up is approved, any changes will be subject to additional fees. Anything added to the order after the mock up has been approved will be considered a new order, additional fees may apply.

CANCELLATIONS

All orders are final. If a cancellation is made after an order has been placed, you will be subject to a 20% restocking fee and your deposit will be kept. Absolutely NO cancellations will be allowed if the order is already in process or any printing has been done.

TURNAROUND TIME & DUE DATES

Our turnaround is usually 5-10 business days. If we are extremely busy, our turn around can vary from 7-15 business days. Due dates are really important to us. If you have a specific date that you must have your items in your hands, please let us know. We will always do everything we can to accommodate.



SCREEN PRINTING POLICY (SPP)

Please read all guidelines in our policy and sign your name in agreement on your order form.

Email info@levretsink.com for any questions or concerns.

DAMAGES, MISSING ITEMS & MISPRINTS

We do our best to ensure every garment is printed correctly, but mistakes happen. Customers have 48 hours to inspect and report any damages or defects with their order. We are not responsible for any missing items in your order once you leave our shop with your order. Please be aware that we count your order three separate times during the production process; when it arrives from our warehouse, when it's printed, and when they're ready for pick up. If you provide your own items to be printed on, Levrets Ink is not responsible for any damage that may occur during the printing process. Levrets Ink is not liable for inconsistencies in discharge printing due to fabric, dye and/or fabric content. Levrets Ink 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.

Print Placement: Please be aware that the industry standard is 1/4" tolerance in either direction. This will not be considered a misprint.

SHIPPING & DELIVERIES

Levrets Ink Custom Screen Printing is not responsible for any delays due to UPS. Customers are responsible for all shipping and handling fees (if applicable). Once a package has shipped from our shop, Levrets Ink is no longer responsible for that package. Any shipped package that is not received or is damaged during transit will need to be addressed with UPS and not Levrets Ink. Customer must notify when placing the order if the order will be shipped. We only ship orders to the billing address of the card used to place the order. Levrets Ink is not responsible for the pick-up, delivery or quantity of goods unless otherwise agreed upon. Levrets Ink 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.

ESTIMATES

Estimates expire in 30 days. Estimates are subject to change upon review of the graphic. You will receive an estimate within 24 hours of your quote request (weekends are excluded).

CUSTOM COLORS/PANTONE COLOR MIXING

Pantone color matching is available for plastisol and waterbased inks (discharge excluded). For specific pantone colors or custom color, there will be a charge of \$5 per color.

ONLINE STORES/FUNDRAISING

The quoted/estimated price given prior to the fundraising/online store campaign does not necessarily reflect the price per garment charged at the end of the campaign (the more you sell, the less you pay). You acknowledge that the price per garment fluctuates depending on the number of garments that are sold through the e-commerce store. The Point of Contact (POC) for the online store (OS) is financially liable for any difference in price from what the garments were sold online for and what the actual cost per garment is at the end of the campaign. (For example, if the POC was quoted the price \$10/per garment for the estimate of selling 12-23 garments, but only sold 5 garments at the end of your campaign, your cost would then be \$15/per garment and the POC would be liable for the \$5 difference per garment). Levrets Ink is not responsible for ensuring any fundraising/online store success. However, we will assist the best we can to provide information and tools for marketing and promotion. There is a \$25 Set Up Fee per online store that is due before the campaign begins (unless otherwise arranged). The OS can be reopened at a later date for another campaign with no set up fee. Once the campaign has ended, no more orders can be placed unless a minimum of 12 garments are to be added to the order (or reprinted at a later date).

SOCIAL MEDIA/MARKETING AGREEMENT

Levrets Ink Custom Screen Printing has permission to use images of pre-production artwork and printed garments for any marketing such as company website and social media pages unless specifically stated by the customer.