

Shaffer's Custom Screen Printing Policies and Order Agreement-



1. We accept cash, checks, or electronic payments through Square and CashApp. I will not accept 3rd party checks (or checks from anyone who has previously written me a bad check.) All insufficient funds will be required to pay by cash to fix the transaction amount as well as the bank fees of \$40. Any insufficient transaction not paid within 30 days from the original check date will be sent to magistrate.
2. We have a two-week turnaround time (10 business days). Any order that needs processed faster than our two-week turnaround time will be required to pay a Rush fee.
 - For a turnaround time of 5 business days, there will be an additional charge of 25%.
 - For a turnaround time of 3 business days, there will be an additional charge of 50%.
 - For a turnaround time of 1-2 business days there will be an additional charge of 100%.

*Please note that rush order spaces are limited and must be approved beforehand. Not all items can be rushed. Materials and products still must be shipped to me, we will not be responsible for any delays caused by the shipping carrier. We have no control over any delays caused by UPS, FEDEX, or USPS.

We do not offer same day printing services on any products.
3. A deposit of 50% will be due at the time of ordering. Apparel will not be ordered and no work, including design and logo work will be started before payment and order agreement are received. Your turn around time will begin the Business day After this agreement is signed And deposit has been received. The only exception for this is group orders and fundraisers, for more information please see our Group Order or Fundraising Policies and Order Agreement. The remainder of your order must be paid at the time of pick up and all orders must be picked up within one week of completion.
4. Pick up and drop offs are **by appointment only** and need to be scheduled during regular business hours. We do not offer shipping or delivery services at this time.
5. All calls and messages will be returned during regular business hours within 48 hours. If you call or message after business hours, return time will begin the next business day. Please use only appropriate channels. Messages to our private FB pages regarding business will not be responded to.
6. We reserve the right to discontinue or refuse business with anyone at anytime.
7. Quotes are only valid for two weeks. Any changes made after the original quote such as but not limited to; additional locations, additional colors, changing shirt styles/brand, will change the original quote.

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8. We will be charging a design (vectorizing/digitizing) fee for all artwork not submitted in the correct printable format. For screen printing, vinyl, and sublimation we require the logo to be sent in an EPS format. For embroidery we require and OFM file. True transparent PNG files can be used for some other printing services. All AI created art must be PNG done at 300 DPI or greater in the size you need and formatted for DTF. No transparent pixels, Full transparent background.
Design fees will START at \$50. These fees need to be paid before any proofs will be sent.
9. A proof of the design will be sent after the order agreement and deposit are complete and will need to be approved before we start printing. There will be no changes made to the order in any manner after the proof is approved. It is your responsibility to look over the design carefully and make sure everything is correct. Once the design is approved, we are not responsible for misprints.
10. Once the order leaves my shop, we are no longer responsible for that order. Please check your order thoroughly before leaving.
11. All customer provided apparel needs to be new, unworn, and unwashed. No exceptions. No discounts will be applied for customer provided apparel.
12. We do offer group order and fundraising options. For details, please see the appropriate Policies and Order Agreement.
13. Screen printing minimums: If you don't meet the minimum requirements, there will be extra fees associated with the screens/set up process. (This is for screen printing only)
 - 1 color logo- 12 pc min
 - 2 color logo- 24 pc min
 - 3 color logo- 36 pc min
 - 4 to 6 color logo- 50 pc min

Your order contains:

- | | | |
|--|---|---|
| <input type="checkbox"/> Screen Printing | <input type="checkbox"/> Max Metal Signs | <input type="checkbox"/> Promotional Products |
| <input type="checkbox"/> Embroidery | <input type="checkbox"/> Coroplast Yard Signs | <input type="checkbox"/> Decals |
| <input type="checkbox"/> Sublimation | <input type="checkbox"/> Banners | <input type="checkbox"/> Vehicle Lettering |
| <input type="checkbox"/> DFT | <input type="checkbox"/> Fundraiser | <input type="checkbox"/> Group Order |

Screen Printing Orders Only:

Your logo contains _____ colors. There will be a minimum of _____ pieces of apparel.
If the minimum is not met there will be an additional fee of _____ dollars.

Company/ Organization Name

Client/ Group Organizer Signature

****Only the Client or Group Organizer will be authorized to approve logos, designs, or make changes.****