

White IMPRiNTS

TERMS OF SERVICE

Each order with White IMPRiNTS begins when we have all necessary information required to generate an estimate/invoice for your requested order(s), and a 50% deposit has been made on each of your order(s). Credit card payments may incur a 3% charge for merchant service expenses. By paying any part of the invoice, you have approved all the details on the invoice and have verified that you agree with the details specified and White IMPRiNTS terms of service as outlined herein. It is very important that you do not place your order until you are certain that you have all the information you need. Once the process begins, all departments in our shop start to work on different aspects of your order, any changes become costly and time consuming.

RETURNED CHECKS – There will be a \$35 returned check fee

All minimums for White IMPRiNTS are as follows:

1-2 INK COLOR(S): 10-piece minimum

3-4 INK COLORS: 30-piece minimum

5+ INK COLORS: 50-piece minimum

INK COLOR CHANGES - \$20 per color per change, Ink color changes are not offered on orders less than 30 total pieces.

After White IMPRiNTS receives the deposit, artwork and/or design begins. Each client will receive via email, a digital mock-up viewing of artwork/design for review and approval or revisions. Artwork must be checked for spelling, color and logo placement. Please look over every detail of the digital mock-up, as this is how your order will print/process. White IMPRiNTS will not accept responsibility for corrections not requested once digital mock-up is emailed to client for review and final approval prior to processing. Please keep in mind that settings on different monitors and that of the actual printing press may be different, so variations of the on-screen digital mock-up and the actual printed order will differ slightly.

Colors that are used to print your order will be as close of an approximation as is possible, unless client has personally specified a specific PANTONE COLOR and has paid a color matching fee/fees for custom mixing of colors.

Once your artwork/design is approved White IMPRiNTS will then schedule a production date for your order. Average turnaround time is 7-10 business days from approval of artwork/design. Turnaround time is based on client needs and our current running production schedule. If an order is time sensitive, please let us know ASAP. Orders are scheduled on a first come, first serve basis. This turnaround time is not a guaranteed delivery date, but an estimate contingent on any delays in the arrival of goods or any production issues that may occur.

RUSH ORDERS: Turnaround in 5 business days +30%

Turnaround in 2-3 business days +40%

REORDERS are subject to minimum order requirements.

Due to prohibitive costs, single printed samples are NOT offered. White IMPRiNTS utilizes a digital mock-up proof on all orders.

Size of the printed logo will remain the same but will look smaller or larger from varying garment sizes and styles.

White IMPRiNTS does not charge a screen fee or set up fees (unless special consideration is needed to process your order) – just one way we say, “We’ve got your back.” But please note that we will use the same set of screens per design ordered; that is, the graphic/logo will be printed the exact same size on the entire order, no matter the size or style of the item we are printing on. Please keep this in mind when combining youth and adult apparel sizes.

Please note that all apparel is sewn differently, and White IMPRiNTS always tries to use the “safe zones” to avoid printing on any seams or edges. But when we are processing orders with different sizing as well as different apparel types, the graphic/logo may go over a seam and result in imperfections in the print. (Which can be very cool-looking, if you’re into that.). An example would be an order combining both youth and adult hoodies and t-shirts. A youth small hoodie only has about 6.5 inches from collar to pocket to print within and a 2XL adult t-shirt has a much larger print area.

On another note, if you would like to have two separate sets of screens, using different sizes graphic/logo for the smaller sizes in your order, we can do that too. Each set of screens will be considered a different order, with pricing and minimums charged accordingly based on our stand pricing guides.

Although White IMPRiNTS has the latest equipment available, inconsistencies may occur in registration and ink coverage when printing near or over any seams, zippers, pockets, edges or uneven surfaces. Any large prints may run the risk of going over the prior mentioned uneven surfaces. These are all considered “acceptable” and will not be considered for reprints.

Specific measurements when printing. There is no way to effectively and efficiently measure a distance from the collar on each shirt as each garment is loaded onto the press by hand. If you request a print that is specific number of inches from the collar, we will use that as a guide and do our best to make sure that all shirts hit that target, but not all shirts will hit exactly that spot. This will not be considered a misprint.

White IMPRiNTS is not responsible for items that are out of stock. While we check items we know to have potential stock issues, all garment are ordered after your deposit is made and we cannot guarantee their availability. If items are out of stock, we will do our best to find something comparable for you.

All files submitted to White IMPRiNTS should be ADOBE ILLUSTRATOR (.ai), ENCAPSULATED POSTSCRIPT (.eps), and at 300 dpi, in a vector format. All text must be converted into outlines or fonts requested must accompany all artwork provided. White IMPRiNTS is not responsible for any misspellings, errors, or issues in your art file. We do our best to catch these errors and point them out to you, but we may not catch them all. If the artwork submitted is not one of our mentioned files, or in a high enough resolution for processing, the order may be delayed, and may be subject to additional fees to cover any art time required.

By submitting artwork to White IMPRiNTS, you are granting permission for the production of said artwork and that the content you have provided is sourced and produced through legal means and does not infringe on any copyright, intellectual property, or any laws that would make White IMPRiNTS legally or financially liable for any damages demanded for the production of the illicit artwork or designs. Provided artwork files are kept on file for reorder purposes only.

White IMPRiNTS is not responsible for variances in size/color/construction of garments. Inks and garments can vary in appearance depending on brand and post-production care. Garments with embellishing should be washed inside out to maximize wash ability and longevity of the print.

Any order is subject to a 72-hour window of inspection once it is received by the client and may not demand a reprint if the errors have not been brought to the attention of White IMPRiNTS within the 72 hours of the client receiving their order. Please email info@whiteimprints to submit your claim. If White IMPRiNTS is responsible for any errors with your order, we will gladly accept responsibility for the issue(s). Any errors that were approved by the client and printed as approved is the responsibility of the client.

All artwork and design created and recreated by White IMPRiNTS will remain the property of White IMPRiNTS. All production is subject to photography and/or video documentation by White IMPRiNTS for but not limited to advertising and demonstration purposes.

White IMPRiNTS goes to great lengths to try to ensure every order that leaves our facility is correct. All of our clients are valued, regardless of the order you place with us, and we want you all to know that.

Just like you, we like to spend the holidays with our families and friends. For that reason, we are closed for the following holidays. These days will not be considered operational business days and will not count towards turnaround times:

Memorial Weekend – May 22 – May 25

Independence Day – July 3 & 4th

Labor Day Weekend – Sept 4 – Sept 7

Columbus Day – Oct 12

Thanksgiving – Nov 26 – Nov 30

Christmas – New Years – Noon Dec 24 – Jan 4

White IMPRiNTS is committed to a standard of excellence in every aspect of our business, wherever we do business, ethical and responsible conduct in all of our operations, respect for the rights of all individuals and respect for our environment.