

Terms and Conditions

Please read our terms and conditions carefully.

Simplified terms

This is a simplified version of our terms. It does not supersede the actual Terms and Conditions.

Our process is like this: we'll help you pick the garments and the decoration style. You'll tell us how many you need. We can make your art for \$50 an hour. You can provide us with art, but it has to be print-ready.

Then, we'll send you two approvals:

- Art ("Art Approval")
- Payment ("Quote")

You have 48 hours to reply to these approvals. Look at your Art Approval carefully. Your Art Approval will have everything you'll need to know – we're pros. You get one change for free! Once your art is approved, you'll pay us – then we'll get rolling. *We don't like on-site proofing.* It's a \$250 fee. Then, we'll either ship your products (at a cost), or you can pick them up for free.

The legal jargon says:

Using our services means you agree to these terms. We'll protect your info. We're not liable for mistakes you made, copyright claims, shipping problems, and some other uncommon issues. We own the art we create for you, unless you purchase it for a small fee. Payment is due at time of service. No refunds or exchanges, but still contact us if something is wrong. You can break up with us and we can break up with you, no strings. We might change these terms if something is wrong with them.

How it works

Here's how our process works.

Sales intake

We will work with you via [email/phone] to gather your requirements for the job. Please [email/call] us at [email/phone] with questions or concerns.

We will collect:

- Artwork information
- Garment information
- Quantity
- Due dates
- Shipping info
- Payment information

Art

We charge [\$50 per hour] for custom art. We can design for you, or you can provide your own art.

Customer-provided artwork must be:

- In a vector format ([more info](#))
- Print-ready

If you're not sure that your art meets our requirements, contact us at [art department email].

Art approval

You must approve print-ready art whether you provide it or we make it.

We will send an approval through Printavo. Please respond [within 48 hours], or we may delay production of your order.

Art revisions and changes

We offer one (1) round of complimentary revisions to art. Any art changes beyond the first incur our art fee of \$50 per hour.

Quoting

Based on your specifications, we will provide a Quote at no charge [within 24 hours].

Quote approval

You will approve the Quote through Printavo. Please confirm that:

- Quantities, garments, and artwork are correct

- Pricing is correct
- Delivery details are correct (date and location)

Please respond [within 48 hours], or we may delay production of your order.

On-site press proofs and approvals

We offer on-site press checks for a \$250 fee (at the time of our choosing). There is a rejection fee of \$250. We do not offer samples.

To ensure that our work meets your specifications, please read your Quote and Art Approval carefully.

Shipping or pick-up

We offer shipping or on-site pick up. Shipping fees are charged at market rate. On-site pickup is free.

Spoilage and misprints

Mistakes happen! We will replace up to [5%/\$250] of an order proven not to match the art approval or quote, and/or offer a significant credit toward your next order.

Refunds and returns

[We do not offer refunds or returns.] We may work with you on a case-by-case basis if we have made an error.

Acceptance clause

Use of our services constitutes acceptance of the Terms and Conditions.

Privacy policy

Our company shall implement and maintain reasonable procedures for protecting personal information in accordance with local law.

Limitation of liability

We may not be held liable for misuse or harm arising from the use of our products or services.

This includes:

- Copyrighted material
 - We will not knowingly reproduce copyrighted material. We are not liable for any copyright claims, lawsuits, or issues arising from the illegal use of copyrighted material.
- Missed deadlines for events
- Shipping errors
- Misprints
- Spoilage
- Breach of contract
- Late orders

Property rights

Unless otherwise noted, we claim ownership for all artwork created for any project. We offer a one-time transfer of ownership for a fee (when and if applicable).

Exception: we waive the right to customer-supplied artwork that we do not make any changes to.

Payment terms

Payment is due at time of service, agreed upon in your Quote as the "Payment Date." We do not accept down payments or partial payments.

You may pay with cash, check, and all major credit card providers. We will typically ask you to pay directly through your Invoice, online, through Printavo.

Non-payment: if payment is not received on the agreed upon "Payment Date," we will not produce your order.

Refunds and returns

[We do not offer refunds, exchanges, or returns.] We reserve the right to work with you on a case-by-case basis if we have made an error.

Termination clause

You are free to stop using our services at any time. We may terminate service, with notice, if you violate our terms, abuse our services, cause us legal liability, or otherwise harm or hamper our continued operations.

Revisions and changes

We may revise our Terms and conditions from time to time to better meet legal requirements or address changes in our services. You will be notified via email of any changes to these terms.

Contact info

Email:

Phone:

Mail:

Website:

Looking for more helpful resources? Visit

<https://www.printavo.com/features/resources-tools/>.