**TERMS AND CONDITIONS**

**Deposit and Payment**

A 30% deposit is required to begin printing. Payment in full is expected when the order is complete and before we release the order for shipping. We accept cash, checks, and credit cards (American Express, Discover, Master Card, Visa, and most debit cards). If a completed order is not paid for within 10 business days an additional financing charge of 5% will apply.

### Minimums

### Our minimum order is 12 pieces per color, per size for printing.

### Turnaround Time

Typical turnaround time is 7 working days from the time that a 20% deposit is collected and art mockups are approved with a signature or via email. Rush charge of $40 (prices are subject to change without notice) may apply for orders needed sooner than our typical turnaround. Turn time on larger orders (1500 pieces or more than 5 designs) may require longer time to produce. Please inquire about our current turn time on larger orders.

### Rush Orders

We understand that there are occasions when orders are needed sooner than 7 business days and we strive to fulfill those orders. Rush orders require payment in full to begin printing. We cannot guarantee that we will accommodate all rush orders. Rush charge of $40 (prices are subject to change without notice) will be applied.

### Out of Stocks

It is unfortunate, but sometimes our vendors will run out of particular styles or colors. If this happens we can offer a variety of possible substitute products from other vendors, or you can choose to wait until the items are back in stock. If you choose to wait for the inventory to be replenished then we cannot guarantee the turnaround time or that the items will be back in stock when the vendor says they will. If you choose a substitute garment then we should be able to stick to our typical turnaround time.

### Estimates

### Estimates expire in 10 days. Estimates are subject to change upon review of submitted artwork. Prices may be revised at the time of invoice based on actual prints.

### Art and Preparatory Materials

Print ready artwork will not incur any additional fees. If further art work is necessary, art time will be billed at the current rate. Artwork must be submitted with a corresponding purchase order. Art files should be named in correlation with the job name and PO. Dynamic Prints will print art files as they are received, we will assume that all images have been sized for final print dimensions. Approval of mock ups on our template are required regardless of how detailed client provided mock ups may be, including reorders, and must be approved by e-mail or fax. Dynamic Prints will not be held responsible for any misspellings, grammatical errors, or any other design flaw.

### Graphic Design Services

Here at Dynamic Prints, we recommend customers come with their own art, or work with a graphic designer on their own time to develop the art for their project, in order to ensure that your tees are printed in a timely fashion. However, if this is not an option, we can offer graphic design services at $45/hour (prices are subject to change). Before beginning any graphic design work, the client and the designer will clearly lay out exactly what work is to be done, and how the end product will look. Please note that there is a great deal of “behind the scenes” graphic design work that is time consuming but may not be evident until the final product is printed, such as color separations, and redrawing certain elements to make them print ready at high resolutions, and these are considered when the designer gives an estimate for how long a project will take. Once the estimate for graphic design work has been approved by the client, and terms agreed upon, the designer will begin working. The graphic design department can only do the work that you ask for, so please be explicit about the end product you have in mind, and when presented with works in progress, please state clearly what you like, and what needs to be changed (and how). With each project, the client will be allowed two revisions (minor quick fixes, such as “move this text slightly” may not count towards these, at the designer’s discretion).We have a limited amount of time to spend on creating customer art since we need to focus on printing. In some instance we may have to reject requests for graphic design work when our workload does not permit.

### Manufacturer Defects

Dynamic Prints is not responsible for mistakes or defects on behalf of the manufacturer or distributor: mislabeled sizes, inconsistent coloring, dye lots, manufacturer garment defects, etc. All garments will be counted in bulk (dozens, or however they are packaged by the manufacturer). We cannot inspect each garment or count them in individually. Manufacturer and distributor defects or mis-shipments will delay production until all garments are received. It is highly recommended to order more garments than needed for each size. All additional garments will be included in the print run and we will bill for what is printed.

### Customer Supplied Garments

We may be unable or refuse to print on certain garments based on garment content.

### Mistakes and Misprints

In the event that we make a terrible error in printing your shirts, then we will reprint the order for you at no additional cost. We do not offer refunds. This rarely happens and really only applies to serious mistakes like printing the wrong art, printing the wrong location, or ordering the wrong color garments. In this (and any printing industry), misprints happen. A screen could come out of registration, we may find a defect in the garment, the garment may come from a bad dye lot, etc. There are a million things that could go wrong but we manage to keep misprints and defects well below 1% of all garments printed over the course of a year. This isn’t to say that your order will be guaranteed to have less than 1% misprints, this just happens to be our average. If we misprint a few of your garments then we will NOT charge you for these, and we’ll likely even throw them in with the order at no charge if they are passable. Since misprints can happen, we’d encourage you to order extra garments if you need exact quantities due to preorders or team member requests. For example, if you are ordering a single Extra Small garment for your kid, there is a chance that this garment becomes a misprint. It would be unreasonable for us to re-setup the screens just to print this single shirt. We try to minimize it, but misprints do happen and we cannot predict when. Work with us and plan ahead.

### Packaging

All items will be bulk packaged. Individual folding, tagging, bagging, etc. shall be charged at the current rates.

### Receiving your Order

We encourage you to check the quantities and quality of the garments you receive from us immediately. Dynamic Prints cannot be held accountable for defects or problems with your order unless contacted within 48 hours of delivery.

### Order Cancellation

In the event an order needs to be cancelled, refunds or return of deposits will be based on the status of the order (Have the items been ordered? Have any of the items been printed? Etc.) and may be subject to penalties and/or restocking charges.

### Color Fidelity on Split/Linked Prints

Because of the split print process, you may notice some minor color variations between the split locations. Our heat curing system can affect the dis-chargeability of a fabric, which can affect the appearance of the color of the second print even when we use the exact same ink throughout the process. While we can’t guarantee an exact match for both locations every time, we will absolutely try our best and hold ourselves to the same high quality standards we usually do.

### User Subjectivity

Dynamic Prints stands behind the quality of our screen printing. We will reproduce your graphic onto the garment or substrate with maximum accuracy, quality, and consistency. The satisfaction of the end user with the final printed product is subjective. We offer detailed mock ups (approval by the client is mandatory for every order), for end user review. We operate under very specific and numerous quality controls, standard operating procedures, and guidelines to ensure a quality finished product, we will not be held responsible for end user subjectivity.

Terms and prices are subject to change without notice.