

Pro Prints Gear

Polices Quick Reference

Lead Times:

- 2 weeks is standard
- Some specialty orders may take longer.
- EPEX program is exception for small orders with quick turnaround

Events:

- Communicate any event dates or deadlines.

Providing shirt sizes late:

- We can receive sizes up to 4 days before completion with most items.
- This is provided the art is approved and the production is already on the schedule.

Quick Turnaround

- At request
- Must be approved by production for fit in schedule

Rush Fees:

- 5 days or less for screen print.
- 3 days or less for other order types.
- Fee starts at \$20.00 but can be higher based on urgency and size of order.
- Applies to EPEX orders only when schedule is full.

Samples and size runs:

- Customers without approved credit terms must pay for blank garments in advance.
- Terms customers may also need to pay for vendor shipping fees in advance.
- Samples must be returned or used within 30 days.
- Re-stocking and fees may apply on returns.
- Any pre-paid amount will be applied to the production order.

Art Only:

- \$25.00 min fee
- Must be pre-paid for new customers, can be waived for repeat customers in good standing.
- Fee will be applied as a credit to production orders.

Add-ons for screen print:

- There is a \$10.00 add-on fee for press setup.
- Can be purchased within 2 weeks at same price if screens are still available.
- ONE TIME ONLY at this rate.

Order Confirmations:

- Confirmations will be sent out for review but do not require approval to proceed.
- If artwork is a reorder, the design information will be included for verification.

Art Approvals:

- Art proofs are generated for new designs, exception is EPEX.
- Art approvals should be answered promptly or orders may be delayed.
- Art proofs can be waived at customers risk - to help speed process.
- Reorders will not generate an art approval.

EPEX orders:

- Special program for small orders.
- Contact a customer service representative to find out if your order qualifies.