

Fresh Prints

Customer Project Guidelines

Please read this document completely. All information contained within may change without notice. As updates to these guidelines occur, you may not be notified formally. As such, you must check the guidelines periodically for updates or changes. Please print and retain a copy of this page for your records.

SHOP MINIMUMS:

SCREEN PRINTING:

- TWELVE (12) item minimum for each design. These can be assorted colors, sizes, and garment types.
- SCREEN SETUP: \$20 per color

EMBROIDERY:

- SIX (6) item minimum for each design. These can be assorted colors, sizes, and garment types.
- SETUP: \$35 digitizing setup

TYPICAL TURNAROUND TIME While we make every effort to meet the required in-hands dates provided by the customer, but all advertised turnaround times are estimates and not guaranteed. Fresh Prints and its employees will not be financially liable for any damages due to missed deadlines for any reason.

SCREEN PRINTING: 8-10 Business Days

EMBROIDERY: 10-15 Business Days

RUSH SERVICES AVAILABLE

ARTWORK GUIDELINES All artwork must be the legal property of the customer prior to print. Customer otherwise grants worldwide, irrevocable, fully paid license to Fresh Prints to make use of the artwork to produce the project products.

FORMATTING:

- Artwork should be in vector or raster format of at least 300 dpi.
- Acceptable file types include .CDR, .EPS, .AI, .PS, .PDF, .PNG.
- Artwork should be separated into layers.
- Text must be converted to outlines or curves.

SIZING: We will set/adjust the size of the artwork to fit on the smallest garment. As such, the design may appear larger on smaller sized garments and smaller on larger garments.

GRAPHIC DESIGN: We offer 30 minutes of free artwork design with every order. After which, graphic design is billed at \$60 per hour.

DESIGN PROTECTION & AUTHORIZATION POLICY At Fresh Prints, we take the protection of our customers' branding, logos, and proprietary designs seriously. We understand the importance of preventing unauthorized use, especially for organizations such as municipalities, schools, and businesses where misrepresentation could occur.

To ensure proper use and control of protected designs, we have implemented the following internal safeguards:

1. Authorized Contact Requirement

For any organization requesting restricted or branded designs (such as county, school, or business logos), we require orders to be placed or approved by a pre-designated authorized contact. If a new individual submits a request, we verify authorization before proceeding.

2. Customer Design Profiles

We maintain internal records for protected designs, including:

- Approved artwork files
- Organization name and details
- List of authorized purchasers (when provided)

This allows us to quickly confirm whether a request is legitimate.

3. Order Verification Process

If a request raises any uncertainty (new contact, unusual order, or modified design), we:

- Pause production
- Contact the organization directly using previously verified contact information
- Obtain written or verbal approval before proceeding

4. File Access Control

Customer artwork and design files are securely stored and only accessible to trained staff. Files are not released, shared, or reproduced outside of approved orders without explicit permission.

5. Design Modification Restrictions

We do not alter protected logos or designs for new uses without prior authorization from the organization. This helps prevent misuse or misrepresentation.

6. Staff Training & Accountability

Our team is trained to recognize restricted designs and follow verification protocols. Any questionable request is escalated to management before production begins.

7. Documentation & Order History

We maintain order records for all protected designs, providing traceability and accountability for every use of a customer's artwork.

DIGITIZING FOR EMBROIDERY With all new embroidery, we will need to digitize your design. This is the process of converting the image into actual stitch punches. All digitized files are the property of the customer and are available upon request.

CUSTOM TEXT: Any custom lettering digitized will incur a minimum one-time charge of \$15.

LOGO: Any custom logos digitized will incur a one-time minimum charge based off stitch count in the digitized design

ARTWORK APPROVAL

PRODUCTION SAMPLES: production samples can only be provided for orders of 200 items or more. There must be sufficient lead time in the production schedule.

MOCK-UP APPROVAL SYSTEM: We will provide you with a link to view and approve the online mock-up of your artwork designs to show ink colors, size, placement, etc. We will not begin production of your order until the mockup is formally approved. Approval is done by clicking the check mark on the left, typing your name in the field and clicking APPROVE or a response to an email with APPROVE. Any changes, comments or concerns may also be added to the mock-up where applicable. ONCE THE MOCK-UP IS APPROVED, IT IS CONSIDERED COMPLETE AND ACCURATE. ANY MISTAKES APPROVED ON THE MOCKUP ARE THE SOLE RESPONSIBILITY OF THE CUSTOMER. FRESH PRINTS ASSUMES ZERO RESPONSIBILITY IN REPRINTS, CORRECTIONS OR THE LIKE IN ANY CAPACITY.

IT IS VERY IMPORTANT TO **CHECK ARTWORK FOR ACCURACY:**

Garment Color

Print or Sew Locations

Proper Spelling

Relative Sizing

INK, THREAD AND GARMENT COLOR: No colors shown on mock-ups, logos, artwork, or the like should be considered color matched to a Pantone (PMS) color. We will do our best to match the color, however, we will not perform any color matching without your expressed written request.

- **PMS Color matching** is billed at our standard rate of \$10.00 per color.
- **COLOR CHANGES** will incur a \$5 per screen per color change. No Exceptions.

ADDITIONS & CHANGES

- **ADDITIONS** may be accepted with an additional fee.
- **CANCELLATIONS:** Once the order is placed and garments ordered, cancellations will not be accepted. All Sales are final.

SPOILAGE AND RETURNS

FRESH PRINTS PROVIDED GARMENTS: When ordering your garments from us, We insure the following

- The garments are designed for imprint, new and direct from the distributor.
- Any misprints will be replaced at no additional charge, so your order will be delivered complete with correct sizes and colors.

CUSTOMER PROVIDED GARMENTS: We will gladly print your customer provided garments provided the following:

- The garments are NEW and NEVER WORN.
- They are of print quality and free from excessive lint, pills, fuzz, pet hair, etc.

- All tags, bags, and stickers must be removed.
- A \$1.00 per garment fee to be billed to cover handling.
- **MISPRINTED GARMENTS WILL NOT BE REPLACED OR DISCOUNTED.**

MANUFACTURER DEFECTS: Not responsible for any manufacturing inconsistencies including, but not limited to,

- Incorrect sizing or labeling
- Stitching issues
- Color or Dye irregularities
- Holes or snags.

CLAIMS: All items should be inspected at pickup or delivery. We must be notified, in writing, of any discrepancy within 3 business days. Outside of this required notification period, all sales are final.

ABANDONED ITEMS: All items not picked up after 90 days from completion will be donated, repurposed or otherwise discarded without further notice. Fresh Prints will not store or hold garments longer than 90 days. Any deposit or value therein will be forfeited by the customer.

PAYMENT TERMS: We may require a deposit of 65% for large projects in which we will be providing the garments. Balance is otherwise due at pickup.

- **DEPOSITS:** 65% prior to ordering garments
- **TERMS:** NET 15 and NET 30 terms upon approval.

METHODS OF PAYMENT: We accept Cash, Check or a credit card. We also work with business purchase orders.

NOTE: Our turnaround time varies, and as such make no guarantees, expressed or implied, based on turnaround time or fulfillment.