



## MINIMUMS

- Our minimum order is 12 pieces.
- Our minimum requirement is 12 pieces per color, per style, per design.
- It cost the same amount of time and money to set up our printing presses no matter the number of prints. In other words we have the same amount of cost and time in setting up to print 1 piece as we do to print 1000 pieces. These costs are spread across the number of pieces ordered. Therefore the larger the order the more economical the price will become.
- Colors are a total of front and back ink colors used. We can print up to 6 colors on the front and up to 6 colors on the back.

## SET UP AND ART FOR SCREEN PRINTING

- **Screen setup (per color):** \$15
- **Screens:** CH Graphics retains ownership of all screens.
- **Ink change:** we charge \$15 to change ink colors on the press
- **Pantone Ink color match:** \$15 - If you use our house ink colors, then no ink mixing fees will apply.
- **Artwork design and reformatting:** \$45/hr after first 20 minutes. If we can adjust your art for production in 20 minutes or less there is no charge.

## DIGITIZING AND ART FOR EMBROIDERY

- **Digitizing** design one time charge of \$45 for left chest or cap front logo
- **Digitizing** design one time charge of \$120 for full back logo
- **Digitizing** edit charge of \$20 per design if re-digitizing is required
- **Artwork design and reformatting for digitizing:** \$45/hr after first 20 minutes. If we can adjust your art for production in 20 minutes or less there is no charge.

## FINISHING AND SHIPPING

- **Shipping:** We will ship anywhere in the United States or Canada that UPS services. Shipping is not included in estimates unless specified. Shipping time is not included in turnaround time.

## RUSH CHARGES

Our standard lead time on new orders is 7-10 business days after the 50% order deposit is received. If you are requesting a special garment that is not in stock this lead time may change. We understand that there are occasions when orders are needed sooner than 10 business days and we strive to fulfill those orders. If an order is being shipped, then the rush charges apply to our production time only. The amount of time it takes the carrier to get the order to you is not guaranteed by CH Graphics. Rush orders require payment in full to begin printing. We cannot guarantee that we will accommodate all rush orders. Your selection of garments on rush jobs may be limited.

- If an order is needed in 5 business days, add 10% to the invoice total.
- If an order is needed in 4 business days, add 20% to the invoice total.
- If an order is needed in 3 business days, add 30% to the invoice total.
- If an order is needed in 2 business days, add 40% to the invoice total.
- If an order is needed in 1 business day, add 50% to the invoice total.

## ESTIMATES

[Contact us](#) for estimates. We will provide estimates within 24 hours on normal business days Monday-Friday. If for some reason we cannot provide an estimate for you in 24 hours or less, we will contact you and let you know. Estimates expire in 30 days. Estimates are subject to change upon review of submitted artwork. Prices may be revised at the time of invoice based on actual prints.

## Terms and Conditions

- **DEPOSIT AND PAYMENT:** A 50% deposit is required to begin printing. Payment in full is expected when the order is complete. 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 will apply.
- **TURNAROUND TIME:** Typical turnaround time is 7-10 working days from the time that a 50% deposit is collected and art mockups are approved with a signature or via email. Rush charges may apply for orders needed sooner than our typical turnaround.
- **HOLIDAYS:** These holidays are not working days for us so please consider this in regards to turnaround time and rush charges.

**New Year's Day**

**Memorial Day**

**Independence Day**

**Labor Day**

**Thanksgiving Day**

**the day after Thanksgiving Day**

**Christmas Day**

**the day after Christmas**

Orders placed after December 12 through December 24 are subject to a 15 day turnaround time.

- **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 unless those garments are out-of-stock as well.
- **ART AND PREPARATORY MATERIALS:** Art must be complete and to final print size. Art, separations, films, screens, and other items supplied by CH Graphics remain the property of CH Graphics.
- **BEST PRINT METHOD** - We will always choose what we think is the best print method for your job unless you specify otherwise.
- **CUSTOMER-SUPPLIED GARMENTS:** Customer-supplied garments are subject to a 2% misprint allowance.
- **PROOFS:** Additional charges apply for press proofs based on the complexity of the print and the amount of time on the press.
- **MISTAKES:** In the event that we make a mistake printing your shirts, then we will reprint these garments for you at no additional cost. We do not offer refunds.
- **OVERRUNS AND UNDERRUNS:** Over-runs or under-runs not to exceed 10% on quantities ordered shall constitute acceptable delivery. CH Graphics will bill for actual quantity printed.
- **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. CH Graphics Inc. 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.
- Terms and prices are subject to change without notice.

Customer Agrees to these terms,

Customer Signature \_\_\_\_\_