



Terms and Conditions

Thank you for contacting South Bay Custom Printing, LLC (SBCP) for your merchandising needs! Please familiarize yourself with our Terms, Conditions and Policies below.

Section 1 - Custom Apparel Orders

Section 2 - Online Website Retail Orders

SECTION 1 - CUSTOM APPAREL ORDERS

To get a better understanding of your job and to give you a more accurate quote and completion date, we will need additional information.

APPAREL

- 1) What is the total number of pieces that we will be printing or embroidering?
- 2) Will you be providing the blank apparel or will SBCP be providing the apparel?
- 3) If SBCP provides the apparel, do you have a specific brand, style number and/or color? Be sure that the brand, style number and/or color are exactly what it is called from the manufacturer. You can visit our website and look up style numbers. For example, a Gildan Heavy Weight T-Shirt is style 5000.
- 4) What is the breakdown of your order? (Small - 10, Medium - 5, Large - 0, X-Large - 12)

CUSTOMER PROVIDED APPAREL

SBCP is not responsible for replacing customer provided apparel if the items are damaged during the printing process. This includes items directly from the manufacturer, vendor or customer. This also includes during the printing/production process. We recommend that customers supply extra items in case of damaged goods.

APPAREL COLORS

There are instances that a brand's color may slightly differ from one another. We do the best we can to make sure all items are the same shade of color for orders, however it is out of our control if some items in the order differ in shade. This comes from the vendor who supplies the blank item.

ARTWORK (excluding embroidery)

- 1) Will art be provided or will SBCP art department be utilized?
- 2) If art is provided, art must be in Hi-Res PDF that is to-size and separated in black. (Each color needs to be a black file, no matter what color we are printing. A second file (PDF, JPEG, etc.) will be needed to see what the final product will look like. This may also be known as a 'mock up'.
- 3) If art is not Hi-Res PDF and separated in black, our team will have to fix it. There will be a charge of \$60/hour, with a one-hour minimum. Note: Exporting or saving a file from a jpeg to PDF does not work.
- 4) If you are providing an idea or sketch, it must be as detailed as possible with colors, dimensions, locations, etc.
- 5) We will need to know what size you want the print(s) to be on the apparel and where the print location is. (Left Chest 3.5 - 4 inches wide, Full Back at 12 inches wide, etc.)

Artwork is property of SBCP unless 1) the customer has paid, in full, for the said artwork or 2) if the customer has provided the artwork.

SCREENS AND FILMS

Screens and films are property of SBCP and are being rented by the customer for the print job.

The cost for 'Set Up' is for the printing of the films, rental of the screen and burning of the film to the screen.

Films and/or screens may be purchased. Please contact SBCP if you are interested in purchasing the films and/or screens.

Currently, for set up, we charge \$25 for each color, in each design.

Any reorders (within 4 months of the most recent order) will have a 're-set up' charge. For 1-3 colors, it is \$10, for 4-6 colors, it is \$15. This is each time the screens are set up. If a design is not printed within 4 months, the screens will be reclaimed and a full set up will be charged.

We recommend printing more items than needed so that you have extra and in case of any late additions.

Pricing is subject to change at any time - please confirm pricing prior to approval of jobs.

TAGGING AND RELABELING

SBCP reserves the right to re-tag/relabel goods with SBCP tag (at no extra cost).

At times, some pieces may not be relabeled.

Customer tagging/relabeling may be available, depending on time. Relabeling currently is \$1.00 each item and is only offered in 1 color. Normally, a light grey is used for all pieces. Other colors may be available and/or changed colors for specific colored items, however color change charge will be applied each time the color is changed.

BAGGING

We offer bagging (clear plastic re-sealable bag) and a size sticker.

The cost of individually bagging and adding size sticker to the bag is currently \$1.25 each item.

If the customer is providing the bags, we charge \$.75 for each bag that we have to tag (with size sticker).

PRICING

Pricing is dependent on quantity of items, style/color of merchandise, size and the number of colors in the artwork and number of printed locations on the garment.

Be sure to contact SBCP with any questions regarding pricing.

Prices are subject to change without notice.

Note: If you hold a valid seller's permit, we recommend that you open an account with a wholesaler and purchase your blanks. You are able to choose to ship the blanks directly to our shop from the wholesaler.

Updated Sunday, May 8, 2022

If you choose for SBCP to purchase the blanks, we will up charge the blanks.

Our system is set to specific prices and we can not change our blank prices.

Note: The printing price of items may differ if an order is re-ordered at a higher or lower quantity than originally ordered. Prices are for each job with the specific location print, number of colors and number of items. For example, if an order of 100 was originally placed, then an order of 10 pieces, the price for the 10 pieces would not be the same as when ordering 100.

We recommend ordering more items than needed for any late orders additions.

DESIGN PLACEMENT

The designs are placed proportionately on the apparel. Locations such as 'Front Left Chest', 'Centered Back' will be appropriately placed at the desired location. If a customer has specific measurements of where they would like the items to be placed, the measurements must be made known to GnHG prior to approval of production. GnHG will do the best we can to place it in the exact location, however apparel may slightly shrink in the curing process (drying the ink to the apparel).

For the most part, our screen printing process is completed manually - placement may slightly differ from one piece to another, however it should not be noticeable with the 'naked eye'.

DTG

We highly suggest to use DTG for small quantity orders or orders with a lot of colors in the design. We also recommend using DTG for light color t-shirts. DTG is not available for any other apparel other than t-shirts (adult and youth). We are capable of printing white, however we discourage it as it would not be as vivid as screen printing.

EMBROIDERY

Pricing of embroidery is dependent on the stitch count of the design, placement of design and quantity of items being ordered.

We request embroidery files in the OFM type.

Digitizing fees will incur if the art is not fully digitized in OFM format.

SBCP takes no responsibility of quality of embroidery with customer provided digitized files. Be sure you are using a reputable source or that you are familiar with digitizing.

We request that the customer provides the color codes of threads so that there are no issues. We use Poly-Neon thread.

ORDER COMPLETION

Orders are normally filled within 5-10 business days (unless otherwise advised), after all artwork has been approved and SBCP has been provided the apparel (by the customer) or SBCP, LLC has been provided with the style(s)/color(s) and quantities of sizes for the particular order. There are times in which orders may be filled sooner, however it should not be expected that jobs will be completed sooner.

Rush orders may be available, contact us to confirm availability.

Same Day Orders = 100% added to total order

Updated Sunday, May 8, 2022

Second Day Orders = 75% added to total order
Third Day Orders = 50% added to total order

BILLING

Customers must provide the full and complete following information to SBCP:

Business Information: Name, Address and Phone Number, Seller's Permit Number (if applicable)
Contact Person Information: Name, Address (if not a business), E-Mail Address and Phone Number

PAYMENT

Payments must be made in full, prior to the initiation of any jobs (unless prior terms have been made).

We accept Cash, Credit Card, PayPal, Check, Zelle and CashApp.

Late payments will incur a 5% added late charge to the total invoice each week, starting on the 7th day after an invoice was due.

SAMPLES

Physical samples are not normally available or produced. If a physical sample is requested, the invoice will reflect the printed sample job. For example, the number of pieces that are requested (1, 2, etc.), set up, art and/or digitizing fees. This must be paid prior to production. The price of the apparel will reflect the actual number of items printed, not the anticipated order.

CANCELLATIONS

A customer may *request* to cancel the job.

If an order was approved, the customer will be charged for the items that were printed prior to cancellation (in full) *and* for half of the remaining total of the order that was not printed. The set up fees will also be charged.

To cancel a job, the customer must notify a SBCP representative. A confirmation must be given to the customer that the cancellation/modification has been received. Sending Emails, texts and voicemails may not be checked and are not acceptable unless contacted by SBCP representative.

SECTION 2 - ONLINE WEBSITE RETAIL ORDERS

Please refer to each website's FAQ page for further.