



MINIMUMS

Our minimum for custom and contract screen printing is 24 pieces per design. There is no minimum piece order for heat transfers, patches, embroidery, or appliqué.

ARTWORK

Our preferred artwork format is Illustrator or Photoshop files of at least 300 dpi at 10 inches wide. Photoshop files must include all layers. All files must have text converted to outlines with no linked files. Illustrator files must have text converted to outlines with no linked files and all elements must be vectored. **We CANNOT proceed with an order if the artwork is of poor quality, i.e., 72 dpi at 2 inches wide. Any artwork that we have to correct to make print ready will be billed at \$60.00 and hour with a 1 hour minimum.**

ART APPROVAL

We DO NOT offer printed samples. A PDF file of your mock up will be emailed to you for approval. It will include all color and sizing information. You are responsible for checking your mock up for artwork accuracy such as: color, placement, spelling and product information. Any changes must be made before final approval. Once the mockup has been approved, 2nd Wind Printing Inc is NOT responsible for any inaccurate or missing information.

ORDER CHANGES

After the mockup has been approved and the invoice has been paid, no changes can be made to the order. If you would like to add additional pieces to your order, you will be sent a separate invoice. This may increase turnaround time.

PAYMENT

We require all orders to be **PAID IN FULL** prior to being put into production. Turnaround time starts once we receive the payment. We accept cash, checks and all major credit cards.

CANCELLATIONS

Absolutely **NO CANCELLATIONS** once payment is received.

RUSH ORDERS

We will accommodate rush orders as our production schedule allows. An order will be considered a rush order if payment is received less than 2 weeks before the order deadline. Rush orders are subject to an additional 25% of the order total.

DAMAGE & ERRORS

Customers have 48 hours to inspect and report any damages or defects with the order.

CONTRACT PRINTING ONLY

For printing on supplied garments, we require that the following details be provided about the garments: brand, style number(s), color(s), size(s) and total order quantity. We suggest that you provide at least one

additional piece per style in each color garment for testing ink colors. Be aware that there can be up to 2% spoilage on supplied garments and 2nd Wind Printing Inc is not responsible for replacing anything up to 2%. Any garments packaged in polybags or any type of packaging must be removed prior to being dropped off or additional handling fees will apply.

TURNAROUND TIME

Our typical turnaround is 2 weeks. If we are extremely busy, our turnaround time may be longer. We will give you an estimated turnaround time during the ordering process. Let us know if you have a specific date that you need your order completed. Rush fees may apply.

SHIPPING

Customers must let us know when placing the order if the order will be shipped. Customers are responsible for all shipping and handling fees. Shipping time is not included in the estimated turnaround time. 2nd Wind Printing Inc is not responsible for any delays due to the shipping company.

SCREENS

Screens are the property of 2nd Wind Printing Inc. **Screens are not for sale.** Screens will be retained for reorder for 6 months from the time of the last order. Screen setup charges are for preparation and maintenance of the screens only. Screen setup charges will be applied at 50% of the original setup cost for reprints after the 6 month period has ended.

ESTIMATES

Estimates expire in 30 days. Estimates are subject to change upon review of the graphic.

PRICES & POLICIES

Prices and policies are subject to change without notice.

Please check the box if you allow 2nd Wind Printing Inc to use images of printed garments for any marketing such as company website and social media pages.

If you would like us to feature you please type your user name @ _____

Reviews: We would love to hear from you. Please leave a Google review letting us know how much you love your goods!

By signing below you are certifying that you have read and agreed to all guidelines above.

Name: _____

Date: _____

Signature: _____