

### **The Lords of Print Terms and Conditions**

Hello! Thanks for choosing The Lords of Print for your screen printing needs! Please make sure you read over these Terms and Conditions (T&C) which should answer any questions you may have about our Live Event Printing services. Please note that by sending us a deposit, you agree to these T&C.

Thanks again! -Matt & Louie

### **THE SERVICE**

You, the client, are retaining the services of The Lords of Print to print on location at your event space. Our services are limited to printing only on items agreed upon in advance, and only printing graphics agreed upon in advance. The service is offered on a per-day basis.

### **LEAD TIME**

The unique nature of every event requires careful planning to execute properly. We request at least one month of lead time to prepare for your event. Events with less than two weeks lead time may incur additional fees.

### **DEPOSIT**

At least two weeks prior to the scheduled event, we require a deposit of 50% of the total quoted price. This allows us to make sure that we can allocate the proper resources and procure the garments in time for us to prepare for your event. Payment of this deposit is full acceptance of these terms of service.

### **SUPPLIED GARMENTS**

You may supply your own garments. Customer supplied items must meet printable standards. Printable standards require garments to be 100% cotton, and limited to t-shirts, hooded or crewneck sweatshirts, and tote bags. For paper stock prints, a maximum of 13' x 19".

### **ARTWORK**

Artwork should be provided either as an Adobe Photoshop CS3CC file, sized to print at 300dpi, or as an Adobe Illustrator CS3CC .ai or .pdf, **sized to print**.

For Photoshop files: Please make sure that all each color is on a separate layer and all fonts are rasterized.

For Illustrator files: Please make sure that all each color is on a separate layer and all fonts have been turned into outlines. Also, please do not link files.

For all art: Please make sure that your art is smaller than 15" wide by 18" tall. Art that is not provided in the above formats will incur a \$50/hour graphic design fee, with a minimum of 1 hour. If you would like us to do the design work for you, please note that we charge an hourly rate of \$50/hour, with a minimum of one hour. Please note an estimate of the amount of time necessary will be given along with the initial estimate, but keep in mind constant revisions and other changes to the work will increase this time and overall cost to you. For Live Event Printing we limit the service to single, spot colors only with a maximum of four single color designs, or up to four color options for a single design.

### **ITEMS UNPRINTED**

Production output at Live Events is a factor of, and directly related to “time.” While we work to ensure all garments are printed during the event, we do not guarantee that they will due to time constraints. If there are remaining garments we will fulfill the rest of the “order” off-site, to be printed at our shop location within 5 business days of the end of the event. The graphics will be limited to the agreed upon designs used during the event. The client will be responsible for pick up, or any delivery/ shipping fees. There will be no refunds or returns for items unprinted. Items not claimed within 90 days, are no longer the responsibility of The Lords of Print.

### **CHANGES AND CANCELLATIONS**

Planned events can and do incur changes not limited to date or timing of the event, but also cancellation of the event itself. The Lords of Print will work with the client to accommodate reasonable changes to the event. The client accepts responsibility for any additional fees resulting from these change requests. The client may cancel prior to payment of deposit at no cost. Once the 50% deposit has been paid, the client will be liable for a 10% consultation/ cancellation fee and up to 20% restocking fee for materials purchased.

### **LIABILITIES**

#### **VARIATION**

Because we print each shirt/poster by hand, there is bound to be some slight variation from print to print. Please note that while designing on a computer, your printed product will most likely look slightly different, as things like fabric weave or ink transparency may cause the product to look different from what you imagined on screen.

Unless you have specified that you require Pantone matching and have opted to pay for the service, we will do our best to visually match your requested color. Please note that due to color variations in screen calibration, and color shift when the ink is applied to the garment, we will get as close as possible, but cannot guarantee a match to your digital file.

While we strive to create the best print possible, please be aware that there may be up to a 25% variation with your design. If there are any misprints, we are happy to refund the cost of the printing and the individual garment.

**Please note that once production has started, you will be billed for all printed garments and no returns of printed garments can be made.**

## **TIMING**

The Lords of Print turnaround time for orders under 350 pieces is 10 business days. For orders 350 pieces or over, the turnaround time is 10-15 business days. This does not include national holidays or weekends. **The turnaround time starts the business day after we receive both 1. the Deposit paid in full, and 2. Approved artwork.** Please note that we must receive all of this by 3pm, or we will consider it received by the next business day. Additionally, if you need your job completed within the timeframe (ie. in 8 business days) we will do our best to make that deadline, but unless a rush fee (see below) is established, we cannot guarantee it.

The Lords of Print will print your job as fast as possible, and in the case that there are few jobs in queue, you may receive your shirts quicker than usual, however this is rare, and you should base your needs upon the guidelines above.

If you need your job done quicker, please inquire about rush options. Rush jobs are only accepted if we have space in our printing queue and generally cost between 150% and 200% the cost of a normal print job.

If any changes are made to the order (including but not limited to artwork, quantity, print placement, garment color, ink color, etc.), The Lords of Print reserves the right to extend the delivery date up to 10 business days. If printing has already begun, The Lords of Print will continue to print the job as is, and changes will not be made.