

Soul Graffix Terms and Conditions

Production Time

The current turnaround time for each order with Soul Graffix is 3 weeks from the receipt of the deposit, provided that we have all information required to complete the order (all artwork, correct file formats, etc.) & the mockups have been approved by the customer. After receiving all the necessary information, most mockups are sent within 24 hours. Delay in receipt of any of this info could result in production delays. The complexity of the order, or late additions, or delays in the customer's approval of mockups can result in production delays.

If you have a turnaround time for your order that is less than 3 weeks, it is very important that you let us know when placing your order, and an agreed upon rush fee will be applied. However, please be aware there will be times that our schedule simply will not allow us to accommodate a rush order. If you do not advise us about a due date until after your invoice is created and the order has been initiated, we may not be able to accommodate your request. Any factors beyond the control of Soul Graffix (ie: errors by a material supplier, etc.) may result in a delay in completing your order, however, Soul Graffix will keep you updated on the status.

Why this policy? Our production schedule can and often fluctuates based on current production needs. Soul Graffix operates on a first come, first served basis; the sooner an order is put in the queue the faster it will see production. While we do everything within our ability to maintain a shorter than average turnaround time, each order can present unforeseen challenges which can cause delay. The 3 week window of time for turnaround offers a more realistic time frame for completion of an order.

Payment

A deposit of 60% of the total order is required to initiate an order. The deposit may be paid with cash, check, PayPal, Square, Venmo, or a credit card (American Express, Discover, Master Card, Visa) and most debit cards. The remaining balance must be received before the delivery of the final product.

Why this policy? Soul Graffix is not a bank. We are not able to front the funds required to produce every order and then wait to be paid/reimbursed for our services. All of our work is guaranteed and in the rare event that there is an issue with the order we will absolutely make it right to your satisfaction.

Minimums

Soul Graffix maintains a 100 unit per order minimum. Any orders placed under the minimum must be approved by Soul Graffix and may be subject to additional fees.

Why this policy? Our shop is primarily set up for larger production. Smaller orders are both time and labor intensive. Smaller orders warrant a higher cost due to the amount of labor and time needed to set up the presses for smaller print runs.

Samples

Due to prohibitive costs, single printed samples are NOT offered. Soul Graffix utilizes a thorough digital mockup process on all orders.

Why this policy? *The time and labor involved in screen printing makes it cost prohibitive to produce just one or two shirts. The quality of our work speaks for itself, printed samples of previous work can be viewed at our facility and we also have a photo gallery online. Blank apparel samples can be purchased and applied to an order however they cannot be returned.*

Changes to Your Order After Deposit Is Received

Any changes made to your order that is not a result of a stocking issue from a supplier will be subject to a change fee of \$50.00, plus any additional costs required to make the changes.

Any changes to your order after it has been initiated will delay your order, even if you have paid a rush fee and/or have given us a required delivery date. **It is very important that you do not place your order until you are certain that is what you want.**

Why this policy? Once the process begins, the team in our shop starts to work on different aspects of the job, and changes become costly and time consuming.

Cancellations & Restocking Fees

Cancellations made after order has been placed will be subject to a 15% restocking fee plus any additional fees required to cover services already rendered. No cancellations will be accepted once production or any manipulation of the garments (tag removal, printed tags, printing, hem tagging, etc.) has begun on the order.

Must-Have Dates

Soul Graffix will do everything we can to meet any must-have date, but we cannot guarantee it. Rush fees may apply. Rush orders are not always possible and must be approved by Soul Graffix. We do not offer same day printing services.

For reorders, we strongly encourage you to plan well in advance to restock your popular items, so that your reorder comfortably falls within our standard 3 week production turnaround time.

Why this policy? *Rush fees are charged to cover the expenses of overtime pay to our team, and for increased shipping charges needed to complete your order. A rush fee is not a “pay to jump the line” fee.*

Artwork

All files must be 300 DPI or vector format. The design should be sized to the size you would like it to be printed. Text must be converted to outlines. The printing is only as good as the artwork. Soul Graffix will not be responsible for poor quality printing due to poor artwork. Soul Graffix is not responsible for any misspellings, errors, or issues in your art file. We do our best to catch these errors and point them out to you, but we may not catch them all. Soul Graffix will not be responsible for errors in the art file you provided, and/or approved.

Accepted File Types

We accept the following File Types:

- Illustrator (.AI)
- Vector (.EPS)
- Photoshop (.PSD)
- PDF

We prefer .AI or .EPS files because Vector images can be scaled without affecting quality. .PSD or .PDF files are the second choice but may require further manipulation to get them print ready.

Graphic Design Services

Here at Soul Graffix, we recommend that customers provide the finished art, or work with a graphic designer on their own to develop the art for their project. However, if this is not an option, we can offer graphic design services at \$60/hour with a one hour minimum. Vector redraws start at \$50.00 per file, additional charges depend on the design complexity. Copies of the file are available upon request.

Before beginning any graphic design work, the client and the designer will clearly lay out exactly what work is to be done, and how the end product will look. Please note that there is a great deal of “behind the scenes” graphic design work that is time consuming but may not be evident until the final product is printed, such as color separations, and reworking certain elements to make them print ready at high resolutions, and these factors are considered when the designer gives an estimate for how long a project will take.

Once the estimate for graphic design work has been approved by the client, and terms agreed upon, the designer will begin the work. We can only do the work that you ask for, so please be explicit about the end product you have in mind, and when presented with works in progress, please state clearly what you like, and what needs to be changed (and how). If your art is especially complex or if you require multiple redesigns, then expect to incur some additional fees (minor quick fixes, such as “move this text slightly” may not count towards these, at the designer’s discretion.)

We have a limited amount of time to spend on creating customer art since our primary focus is on screen printing. In some instance we may have to reject requests for graphic design work when our workload does not permit.

Created and recreated artwork files remain the property of Soul Graffix and may be purchased for an additional fee. Mockups, films and screens remain the property of Soul Graffix and may be discarded without notice.

Why this policy? Artwork creation and correction take time. Our talented graphic design team is happy to assist you with your order and are compensated at the industry standard rate.

Providing Garments

All garments supplied to Soul Graffix for screen printing services must be NEW and UNWASHED. Clients are required to provide us with a detailed list/breakdown of all the apparel that is to be used per order/design. Any boxes dropped off must have the Soul Graffix Invoice # and job name clearly labeled on the box.

Unsorted orders may be subject to a sorting fee. Clients must supply a detailed list of garments being supplied, including Brand, Style Number, Color and Size, prior to dropping off garments in person.

Any garments left unaccounted for at Soul Graffix for more than 90 days are considered abandoned and are donated or discarded. Soul Graffix is not responsible for manufacturer defects on provided garments.

Soul Graffix has the right to refuse to print on certain garment types. Please contact Soul Graffix before placing an order if it contains an uncommon apparel type or material.

Garment Sorting

If we have to do a large amount of sorting in order to break up your order into various designs a separate sorting fee may apply. For example, if you are printing 3 designs and we have to divide every dozen shirts into 4 shirts per design then we may have to add a sorting fee. To ensure the correct product is received and printed, we ask that you deliver the garments sorted by design and colorway, or you can choose to pay us to count and sort for a fee.

Why this policy? We receive dozens of boxes every day. It is very easy for an unlabeled box or boxes to get buried in the mix. These important details allow us to identify and check-in your apparel for production. Sorting blank apparel requires time and labor, therefore, sorting fees will be charged to cover this expense.

Mistakes & Misprints

Since misprints can happen, we encourage you to order extra garments if you need exact quantities due to preorders or team member requests. For example, if you are ordering a single Extra Small garment, there is a chance that this garment becomes a misprint. It would be unreasonable for us to re-setup the screens just to print this single shirt. Please order a few extra pieces of the garments for designs and sizes with low quantities. We try to minimize it, but misprints do happen, and we cannot predict when. Work with us and plan ahead, and Soul Graffix will only bill for actual quantity printed.

Soul Graffix is not required to reprint any items in the case of errors, misprints, etc., provided the misprint/error margin is not greater than 2% of the agreed upon order count. The estimated cost of any misprinted garments will be deducted from the final invoice.

Quality Assurance

We try to check every garment as it comes off of the press, but there are times where some mistakes will make it out the door. It is your responsibility as the customer to check over garments as you receive them. We allow an industry standard 72-hour window from the time you receive the goods to notify us of any issues with the order. Soul Graffix will not be responsible for errors with your order if notified after 72 hours of receiving the goods. While Soul Graffix does quality checks on the garments, the final quality assurance check lies in the hands of the customer.

Pricing

Soul Graffix reserves the right to change pricing without notice.

Example: 808Shirts, Inc. looks at the pricing on the Soul Graffix website on Monday. On Tuesday, Soul Graffix changes the pricing on their website due to rising shirt prices. Later that day, 808Shirts, Inc. contacts Soul Graffix unaware that the prices have changed since the day before. 808Shirts, Inc. places an order and is charged the most up-to-date pricing.