

Minimums

Our minimum is 24 pieces per graphic/per style for Custom Printing.

Payment

We require all orders to be **paid in FULL** unless prior payment terms have been established. If payment is not made, the order will **NOT be processed**. Order processing does not begin until payment terms have been met. Turn around time starts from the date payment terms are met. We accept major credit cards Visa, Mastercard, Discover, American Express, and ACH bank transfers.

Artwork

All artwork must be submitted in an Illustrator or Photoshop format at least 300 dpi. If created in Photoshop please send artwork with layers. If done in illustrator, make sure text is converted to outlines. We will **NOT** proceed with the order if artwork is of poor quality. If artwork is not sized, we will size it on a medium, but it must be able to fit the smallest size in the order. Based on case by case situation, a \$50.00 an hour art fee for correcting files may be applied. With a minimum of \$50.00.

Art Approvals

Art approvals will be sent with quote unless art is not available at the time of quoting. Multiple changes to artwork could incur extra fees.

Art is sized to a medium t-shirt on all proofs. ***Note:** Please be sure to check your mock-up for artwork accuracy such as: Color, placement, spelling, and product information.

Cancellations

Charges could be incurred. Please call or email us at orders@h5printing.com

Damages & Under Runs

We do our best to ensure every garment is printed correctly, but mistakes are inevitable. Customers have 48 hours to inspect and report any damages or defects with the order. Keep in mind we have a **5% damage** allowance, we recommend to order additional pieces. High 5 is not liable for any garment manufactured inconsistencies including, but not limited to, mislabeled garments, color dye irregularities, stitching errors, rips, tears or holes in garments. High 5 is also not liable for inconsistencies in discharge printing due to fabric, dye, and/or fabric content. High 5 is not responsible if certain items are out of stock. If items are out of stock, we will inform you as soon as possible and offer you alternative styles. Placement: Please be aware that the industry standard is 1/4" tolerance in either direction. This will not be considered a misprint.

Turnaround time & Due Dates

Our turnaround is approximately 10-14 business days. If we are extremely busy, our turn around can vary from 14-21 business days. Due dates are really important to us. **If you have an specific date that you must have your products in your hands please let us know.** We do offer a rush service (if available.) Please contact us if you need a rush order.

Rush Orders

If you have an event, please let us know at the time of order, and we will do our best to accomodate.

***For Contract Printing ONLY**

If you are providing the garments for printing, then you must provide us with a detailed description of the garment, including style number(s), color(s), size(s), quantity and packing slip. High 5 requires at least one additional piece per style in each color if needed for testing ink such as (discharge), colors and/or printing techniques, etc. We are not responsible for the end result of screen printing on the following treatments: Garment dyeing, tie dyeing, or special washes made on the garment. We ask that merchandise packaged in polybags or any type of packaging be removed, prior to dropping off.

Shipping & Deliveries

High 5 Printing & Productions is not responsible for any delays due to the shipping company. Customers are responsible for all shipping and handling fees (if applicable). Customer must notify when placing the order if the order will be shipped. High 5 is not responsible for the pick-up, delivery or quantity of goods unless otherwise agreed upon. High 5 is not liable for any delay of any portion of the goods covered by this contract due to labor disputes, fire, war, government regulations, or any other conditions or causes beyond our control.

Screens

Screens are not for sale. Screens are property of High 5 Printing & Productions. Screen fees are for burning and maintenance only.

Pantone Color Mixing

Pantone color match is available for plastisol, water base, and discharge inks. Please note that Pantone color mixing is not 100% accurate.

Estimates

Estimates expire in 30 days. Estimates are subject to change upon review of the graphic. You will receive an estimate within 48 hours of your quote request. (Weekends are excluded. Example: You submit a request Friday at 3:30pm you will receive your estimate on Monday during business hours. Please provide us with a little time to get back to you.)

Prices & Policies

High 5 Printing & Productions has the right to change and alter pricing & policies without notice. We care for our clients and always try to keep our prices low and reasonable.