

## Contract Printing Terms and Conditions

### Artwork

Customers are required to supply all artwork required for printing. This artwork must be submitted through the STEP.screen printing order entry system and must meet the artwork guidelines:

- Artwork must be Vector format (.pdf, .ai, .eps, .svg)
- Artwork files must have a transparent background

The submitted artwork files are what STEP. will be used to print your order. Please ensure this is the correct artwork to be used for the specified print location. Additionally ensure that all spelling and colors are correct. STEP. will not supply any changes or modifications to these art files.

### Proofs / Mock-Ups

Proofs / Mock-ups must be supplied to STEP.screen printing with all contract print orders. STEP. will not provide or modify any mock-ups or proof images.

### Spoilage / Manufacturer Defects

STEP.screen printing's overall scrap rate is well below ½%. However, that does not mean that every item we print for every order is perfect. Additionally manufacturer defects can be as high as 5% depending on the manufacturer and garment.

STEP.screen printing requires a 5% misprint allowance or a minimum of 1 item per design. We strongly suggest that our contract customers supply a minimal amount of extras (1-2 per size / color) with their order to account for the potential spoilage, weather that comes from misprints or manufacturer defects. Additionally this ensures that after any spoilage, the total number of items required can still be met. In the event there is no spoilage on the order these extras will be printed and sent with your order.

## **Order Information**

Please ensure that the information included on Purchase Orders, Artwork Files, Mock-Ups, and information submitted is correct and in alignment. Orders that contain contradicting information will be placed on hold until the information is corrected and resubmitted.

The accuracy of the information submitted to STEP.screen printing is the responsibility of the customer. If a misalignment or contradiction of information leads to misprinted items or incorrect items, STEP.screen printing will not be responsible for replacement.

## **Artwork Sizing and Placement**

All contract printing orders will use STEP.screen printing's standard sizing and placements unless otherwise noted.

## **Order Minimums**

Contract printing orders have a minimum quantity of 50pcs. This means that all the items are decorated with the same artwork, the same size, using the same colors and print locations.

## **Order Add-Ons**

Once an order has been released to print production adding additional items will not be permitted.

## **Repeat Orders**

Due to the nature of the screen printing process and the way orders are processed at STEP.screen printing, we do not offer "Repeat Orders". Every contract screen print order requires the same order information submission and set-up fees regardless if we have printed this order / artwork previously.

On orders that are reprints of previous orders we will do everything we can to match ink colors and any other parameters to try and produce the exact same product as the previous order. However, slight variations may exist.



### **Order Refusal**

STEP.screen printing reserves the right to refuse orders for any reason at any time. STEP.screen printing will not be responsible for return shipping or any other costs incurred on refused orders.