



By placing an order with In Case of Emergency Press, you accept the following terms and conditions.

PAYMENT TERMS

Payment in full is required upfront unless other terms have been negotiated. We accept cash, checks, PayPal, money orders, Bitcoin, and credit cards.

For customers with Net 30 and/or deposit terms - we still require a 50%-75% deposit to begin your order. The remaining invoice must be paid in full upon pick up, before shipping, or within 30 days for Net 30 clients. Completed orders not paid in full within 10 business days of completion will incur interest of 1% per week + a one-time \$50 late fee. Contact us about getting approved for Net 30 payments.

QUOTES

Quotes expire in 15 days. Any quote not claimed or used towards an order will be void upon the 15th day.

PRICES

All prices are subject to change at any time, and we are not required to meet the advertised price in the event of being inaccurately reflected online or in our catalog.

CANCELLATIONS

Orders which are cancelled at any point before the artwork proof has been approved are entitled to a full refund minus a \$50 cancellation fee, as well as any fees incurred for design work. Orders marked as In Production, but not printed yet, are entitled to a refund of the project total minus the cost of any ordered stock, as well as fees incurred for design work. No cancellations are accepted after any manipulation or printing of the product stock has been initiated.

TURNAROUND TIME

Typical turnaround times vary depending on the project, and due to the complexity of screen printing, we cannot guarantee meeting our estimated times. Turnaround time begins once payment is received and artwork is approved. Specialty printing or additional services such as relabeling, laundering, folding, cutting, bagging, and any other step outside of printing may exceed normal turnaround times. We are not responsible for delays due to improper artwork, sickness, weather, holidays, shipping, or any other factor that is out of our control.

Customers must notify us immediately of any specific deadline (in-hands date). Any order needed sooner than our estimated standard turnaround time is subject to rush fees. No exceptions.

Turnaround time DOES NOT include shipping.

Due to the countless amounts of variables in screen printing, we can NOT guarantee these turnaround times, so plan accordingly!

ARTWORK SUBMISSION

We are not responsible for poor quality printing due to poor artwork - including low resolution images, misspellings, design errors, or other flaws in your art file. We do our best to catch errors and notify you as soon as possible. Please check your artwork thoroughly before submission. Any artwork not submitted in our template, or requiring editing to be made print-ready is subject to a Design Fee of \$50 / hour, with a minimum of 1 hour *regardless* of design complexity or editing tasks required.

ARTWORK FILE ARCHIVING

We keep the digital artwork files for all projects within a 90 day window. We are not responsible for keeping the master files in any form for any project past the noted period of 90 days, and cannot be held liable for retaining any documents towards potential future reorders. We do our best to keep all transparency films, but cannot guarantee the longevity or quality of old transfers.

INK COLOR MATCHING

Color matching is an educated skill. We do our best to match colors as close as we can to the customer's desired hue or Pantone swatch. Please take into consideration that variations exist from types of computer monitors, to natural lighting changes, to ink brands, to printing processes, among many others. Therefore, color and Pantone matching is neither exact nor guaranteed. We cannot be held responsible for a color verified against a digital mock-up or digitally printed proof.

PRINTED PROOFS & BLANK SAMPLES

We do not offer printed proofs of your order, or in house press checks. We can provide printed samples from our selection upon request for an additional fee. Some blank samples are available for customer purchase or review. If we do not have a sample in stock and one must be ordered, any time spent waiting on shipping is not included as part of the turnaround time, and your project will not be considered ready until a decision is made.

SHIPPING

We use USPS, UPS, & FedEx to ship finished goods, and we include tracking numbers on all packages sent out. We are not responsible for delays, damages, or any other variances once the packages leave our hands. For damaged packages, please contact the shipping company to file a claim with their respective department.

INSPECTING ORDER UPON ARRIVAL

We encourage you to check the quantities and quality of the finished goods immediately upon receipt. Defects, shortages, or printing error claims must be made within 1 week from delivery date to be approved for a replacement or other solution.

CUSTOMER SUBJECTIVITY

Customers should be knowledgeable about the product they are ordering. We expect our customers to do the research on garments, flat stock, custom projects, and/or other substrates before placing an order with us. If product selection is a sensitive issue, we encourage ordering blank samples before finalizing an order. When ordering t-shirts or other garments, we cannot guarantee that the customer will like the garments they choose.

OUT OF STOCK ITEMS

Sometimes vendors will run out of particular style, size, and/or color. If this happens we can attempt to offer a variety of comparable products. If you decide against a comparable product and choose to wait for the inventory to be replenished, we cannot guarantee the original turnaround time. Vendors and manufactures can take up to several weeks before being restocked.

MANUFACTURER DEFECTS

We are not responsible for mistakes or defects on behalf of the manufacturer or distributor. These include, but are not limited to, mislabeled sizes, inconsistent sizes, inconsistent dyeing, holes, etc. All garments will be counted in bulk (dozens, or however they are packaged by the manufacturer). We cannot inspect each garment or count them in individually. Manufacturer and distributor defects or mis-shipments will delay production until all garments are received.

CUSTOMER SUPPLIED STOCK

We require all customers who wish to supply their own stock to provide us with a detailed breakdown of the item / garment / paper manufacturer, style number, color, size, and quantities of each to be printed prior to order confirmation. We may be unable to print on certain garments based on garment content. All customers are required to provide 10% over the units needed to account for misprints. We will only print as many as needed and never more, and all unprinted leftover stock will be returned.

All customer supplied stock must be provided IN FULL before production can begin. Any incremental delivery or printing sessions required are subject to a registration fee of \$25 per screen for each tear down and setup between deliveries.

MISPRINTS & MISTAKES

Misprints happen in any print industry whether or not it is machine made or hand made. Some factors that cause misprints are fabric types, paper types, brand of garments, kind of ink, etc... Sometimes misprints are subjective. A misprint to one person might look perfect to another. Therefore, we do guarantee consistency at all times, but we will not be held liable for minor variances in print registration, color matching, or other factors which slightly alter the final product. Everything we do is quality checked during multiple stages of the process. If you have a concern, please contact us immediately.

MISPRINT ALLOWANCE

When printing on customer supplied stock, we require a 10% misprint allowance or a minimum of 5 units per design per stock color, whichever is greater, with no penalty to us. We strongly recommend that you order extra stock in each size, style, and/or color to account for the event of misprints. Exact quantities are not guaranteed. We will not be held responsible for consequential damages such as profit loss on spoiled goods.

GUARANTEE

We fully stand behind our work, and guarantee our finished products to be consistent quality if our policies are met in full and our in-house templates were used.