

# TERMS + CONDITIONS

The Red T-Shirt Company is committed to a standard of excellence in all that we do. Our goal is to provide you with the necessary information to make the ordering process seamless. Thank you for choosing The Red T-Shirt Company for your custom apparel needs. We aim to provide the best experience, best service, and best products for all our current and future customers.

## PRODUCTION TIME

Our standard turn around time is 10 days. However, production only begins after a 50% deposit has been paid towards your invoice total, proofs have been approved and quantities and sizes have been provided and verified (*Orders, where deposits are paid with check, will enter production after check has cleared*). If any of the items listed above are delayed, this will in turn delay production. If you are on a tight time line, please make us aware and stay alert to all communication from TRTSC to avoid unnecessary delays. It is important to include the due date for your order in your inquiry in order for us to best serve you. Please allow a few extra days due to the fact that weather and shipping delays could also be a factor in the turnaround time.

## MINIMUMS

All orders must meet the minimum piece requirements for ink colors.

1 Ink Colors: 12 piece minimum / 2+ Ink Colors: 24 piece minimum

\*Minimums can be met by combining products, however, the same screens must be used for all items in the order.

(Ex: A one color /white ink print, can be printed on 6 black t-shirts & 6 red hoodies to meet the minimum. Just remember the print will be the same size and same color on each garment, due to the use of the same screen being used for production of all pieces.)

## ARTWORK + DESIGN

When sending artwork to be printed, send vector art only. Vector art should be sent as a .pdf file or .eps file. Before sending vector art for printing, make sure all type has been selected and converted to outlines. Next, make sure the entire vector has been selected and all strokes have been outlined. The Red T-Shirt Company will not be responsible for a poor printing outcome due to poor art quality. When sending us art, double check all elements of the design for accuracy, including spelling. We will do our best to catch errors or mishaps but we will not be responsible if errors are made and not caught before running production. Please double check everything before sending the file. If you send vector art, we will most likely print exactly what you send. When sending reference images, please make sure you have been given permission and are complying with copyright policy. We trust that you have only sent images that we have permission to use for your custom design. The Red T-Shirt Company will not be responsible for trademark & copyright claims due to the negligence of the customer. Feel free to send other images but know that these designs will be used for reference only and not duplicated due to infringement. The uploading party agrees to indemnify The Red T-Shirt Company for all damages awarded against and all attorneys' fees and costs incurred by The Red T-Shirt Company for any such infringement. By uploading images, designs or other material on The red T-Shirt Company website or sending content through email, the uploading party grants The Red T-Shirt Company the non-exclusive right and license to display, copy, publish, distribute, modify, transmit, print, and use such images, designs, or other material.

## NAME LISTS

All custom orders in which the design includes a list of names, these must be attached to the order inquiry as a pdf or doc file. In order to reduce the human error margin, The Red T-Shirt Company will not hand type names within a design. Names may only be copied and pasted from a list provided. Please check the names for accuracy on both your list and the proof. Once approved and production has begun there is nothing we can do. No one wants to be left out, so please double and triple check your list!!!

## PROOFS

All orders will receive a digital proof of the art as well as the art placement on the garment of your choice. Please check all proofs for accuracy. Make sure all details of the proof are correct before giving approval. (*This is especially important with multiple names or areas of type are included in design*) The Red T-Shirt Company will not accept responsibility for corrections not requested before proof approval.

## PRODUCTS

The Red T-Shirt Company does not have control over stock issues or backorders with popular products. Please have a backup option/color in case this issue should arise. We will do our best to get the product you request, however when this is not possible, we will contact you to find the most effective alternative. TRTSC cannot be responsible for order delays due to stock issues or customer response times.

## CANCELLATIONS

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. The cancellation ion fees will be paid through your deposit and then a refund will be issued for the remainder. No cancellations will be accepted once production has begun.

## QUALITY

Every garment is thoroughly checked as it comes off of dryer and all items within an order are carefully counted at least twice before being boxed up. However, we are human and humans make mistakes. It is your responsibility as the customer to check over garments as soon as you receive them. Please contact us within 72 hours, from the time you receive the goods, to notify us of any issues with the order. We cannot emphasize this enough....ONE person should handle the shirts. Too many hands always causes issues...we have seen this time and time again. As soon as your order arrives double check quantities and sizes for accuracy and reach out of you feel a mistake has been made. We will do our best to research it on our end to help resolve the issue. The Red T-Shirt Company will not be responsible for order errors if we are not notified within 72 hours.

**Final invoices can be paid by cash, credit, or check.** There is a \$30 return check fee.

Every single one of our customers is valued by us, regardless of order size... period. Final.

Our goal is to make sure you are happy! If you have any questions, concerns, or feedback, we would love to hear from you. Please reach out to us...even if its just to tell us how happy you are with your product! Everyone loves great news... and will feature your testimony on our website (*with your permission of course*). **ONE LOVE.** ❤️