

## **SABIO PRINTING LLC TERMS OF SERVICE**

At **Sabio Printing LLC**, we delight ourselves in producing high-quality apparel decoration that suits our customers' specifications and brings satisfaction to all involved. In order to achieve this every day, we would like to share with you our internal policies regarding your orders.

**Quotes** - *Sabio Printing* is happy to provide quotes for you at no charge. Any quote or estimate given is valid for orders placed within 15 days of such quote or estimate, and relies completely on the specific details of the quote. If there are any fundamental changes, such as design alterations or new locations, or any other change that may affect the quote, we cannot honor the quote as given.

**Pricing** - Our current price list can be requested at any time, and is subject to change without notice. The price list may not cover all aspects of a particular order that could affect pricing. In such cases, the price for your order will be adjusted accordingly.

**Order Processing** - When you are ready to place your order, please submit the following information to:

- Company/Customer Name, Phone, Billing Email
- Contact/Sales Rep Name, Phone, Email
- Purchase Order # or Reference Name/Number for the job
- Ship or Pickup Method, Date, Destination Address
- Reorder #, if applicable
- Material Info, including
  - Vendor
  - Brand
  - Item
  - Description
  - Material Type
  - Color/Size/Qty
  - ETA

**Decoration Info, including:**

- Decoration Method
- Artwork file
- Sizing & Location
- Color List, per locations

**Special Fulfillment Info, if applicable**

**Payment Method**

To ensure proper order processing, orders are not processed until all of the above information is received.

***\*\*\*If you previously had this job done with another vendor, and you need an exact replica or accurate representation of your previous job, we require that you provide us with a physical sample of the previous job, as well as any artwork separation files, digitizing files, or special instructions used on that job.***

**Order Changes** - Upon receiving an order confirmation, you have 24 hours to make any changes without incurring additional fees. We cannot guarantee the possibility of changing an order past this time. Rush jobs may not allow for the full 24 hours, so please be proactive when placing rush orders to ensure that the order details in the confirmation you receive are correct. Any changes after this time, if possible, may incur additional fees.

**Artwork** - Artwork must be provided in the industry-standard vector or raster formats, including .AI, .PDF, or .EPS file formats with all fonts either embedded or converted to curves or outlines. If the artwork is in raster(pixel) form, we require a resolution of at least 300dpi and the artwork sized to the desired height and width. If your artwork does not meet these requirements, an art re-creation fee of \$35+ will apply per design. If your artwork is photo-realistic or has a series of very complex blends and would require a special printing process such as a 'process' or 'simulated process' print, a separation fee of \$50 per color will apply in addition to regular setups and run charges.

Should you need assistance with creating artwork, we offer the following services:

- **Art Creation** - If you have an idea for your artwork, but need help with ideas and layouts, we offer an art creation service for \$120+.

This service includes 3 variations of your concept along with 2 revisions. Each revision after 2 will be \$15.

- **Art Re-Creation** - If you have a very clear idea of what you want, can provide pictures or samples, and just need the pieces put together, we offer an art re-creation service for \$50. This service includes a single version of your concept with 3 included revision. Any revisions after this will be \$15.

Please note that any art services will extend the normal turnaround time by 3 business days.

**IP Infringement** - **Sabio Printing LLC** assumes NO responsibility or liability for artwork or other IP provided to us. We assume any and all artwork provided to us by our customers is owned in fact by our customers or licensed to them.

**Proofing** - Upon the processing of your order, you will receive a virtual proof from the appropriate department. This 'V-Proof' is a pdf file that allows you to review the details of the desired decoration. Please pay strict attention to the information on these proofs to make sure ANY and ALL instructions you wish to be followed are present, as our production team will adhere to the instructions exactly. We will not credit or refund for material or work if the job was

completed in accordance with an approved virtual proof. If you wish to receive a virtual proof **before** placing an order, a charge of \$35.00 will apply. This \$35 can be credited back to you upon placing your order if your order is placed within **2 weeks** of receiving the proof, otherwise, the \$35 charge will remain. Your order **WILL NOT** proceed until a final approval has been sent via email. In order to avoid incurring rush fees or delaying the completion date, we will need to receive your final approval as many days in advance of the delivery date as is specified on the current price list.

**Samples** - Sample prints or sew-outs can be provided, but will incur additional fees. Each sample job will need to be quoted individually.

**Outbound Shipments** - We do not guarantee any product **AFTER** it has left our facility. If a courier damages or loses an outgoing shipment, we cannot be responsible.

**Providing Product** - Any product you provide **MUST** be clearly sorted by item, color and size, separated per job, and labeled with the appropriate PO reference and/or job description for easy identification. Your product must also have a packing list so that we can check it in. We cannot be responsible for mistakes or delays due to unorganized product arrival. We also cannot be responsible for defects or shortages on any product you provide. We also cannot be responsible if a decoration method, location, size, or color is found to be unrealistic once the product arrives at that stage, as there was no way for us to evaluate the product beforehand. We also cannot be responsible for any obstructions, textures, or other abnormalities in your product construction that might impede the quality of the decoration. For orders under 1,000 pieces, we **MUST** receive all of your product at least 4 business days prior to the requested ship date, otherwise the date may be bumped or a rush fee may apply. Orders over 1,000 pieces will need extra time in production. (For embroidery, change these numbers to 500 pieces and 5 days). ***\*\*\*It is the responsibility of the party providing the product to ensure that product arrives at our facility within the allotted time period needed to decorate by the requested date.*** Rush fees due to late product arrival will automatically apply based on current price lists unless you call us and change your requested delivery date to a day that would not incur a rush. We will try to notify you if your product has not arrived within 3 days of the requested delivery date. This notification is a courtesy and may not be consistently performed. This notification also does not affect how rush fees will be applied, nor does it replace the need for you to monitor your tracking info and due dates to make appropriate changes.

Please allow for an industry standard scrap rate of 3%. See our print/flaw policy **HERE**.

When your order arrives, we will verify it's arrival that same day by checking **ONLY** the packing slips against the PO Reference on the incoming boxes. Your product will not be physically counted until it is scheduled for decoration. It will be then re-counted upon completion and fulfillment. If at any time during this process the counts are off by greater than 3% or 1 of each size (whichever is greater), you will be notified.

**Providing Decoration** - Please note that we do not guarantee decoration processes when using customer-provided materials. This includes customer-supplied appliqué, vinyl, heat transfers, ink, specialty additives, or any other decoration material. We also require that customers provide us with detailed application instructions for such materials supplied. This also applies to customer-provided .DST or .EMB files for embroidery, as we have noticed many such files are not in working order, due to sabotage by the supplier or other reasons. If necessary and possible, We WILL make on-the-fly changes to customer-provided decoration files in order to ensure quality product leaving our facility. These changes, if necessary, may incur additional fees. To avoid any import errors or cleanup time and fees, please submit your digitized file in the .EMB (native Wilcom) format.

**Sorting** - If your order requires any special organizing, sifting, or sorting out (ex. multiple jobs on a single purchase order, boxes full of product with no packing list or labeling, etc), a \$35/hour sorting fee will apply to process your order. This sorting fee will apply to both front-end and back-end work.

**Housing** - If your product arrives at our facility and remains without an order attached to it for longer than a period of **2 weeks**, a housing fee of \$10 per day will apply after this. We do not have the physical space to store product that is not in process. Please make sure that product sent to us has a corresponding order sent within a reasonable period of time--a few business days at the most. This housing fee also applies to cancelled or paused orders. If the product remains in our facility for longer than 90 days without a processed order, and the housing fees have not been paid, the product will become property of *Sabio Printing* and the housing bill will remain payable.

**Turn Around** - Our normal turn-around times are listed on our most current price lists and apply only to jobs under 500 pieces. Any job 500 pieces or more will need to be quoted for turn-around. Rush orders, which are also written on our price lists, will apply if the job needs to be completed sooner than a normal turn-around. In order for the current day to apply to the turn-around schedule, the order must be received according to the order processing specification above before 12:00 noon on the current day, otherwise the turn-around will begin on the following business day. If the product must ship or be picked up **BEFORE** 3pm on a certain day, that day cannot count on the turn-around schedule as we will need to ensure completion on the prior day. **\*\*\*If your job requires more than 1 decoration method, turn-around will take longer. Please contact us for turn-around times on these jobs.**

**Tolerances** - Please allow for normal tolerances in the following areas:

- **Reorders** - When placing a reorder, please provide our internal reorder number. This will be the invoice number for the previous job in question. If you do not provide this, we cannot ensure that all previous job instructions will be followed. Also, please note that reorders will almost never be exact. There may be slight color variances, location

variances, and texture differences in the printing or decorating. To get the closest match possible on reorders, please provide a physical sample of the previous job.

- **Locations** - Although your virtual proof may say 1.5" from collar, it is virtually impossible to make this happen exactly on every item. All decoration is loaded by hand and eye and you should allow up to 1" variance on all measurements and distances.
- **Colors** - Color matching is not an exact science. Like everything in the shop, it is done by hand and eye. Even when using a mixing system, each lot of color mixture can vary. Expect to be within 90-95% of the color you are trying to match.
- **Garments** - No garment is made the same. This applies to even the same item # and color. Garments behave differently when undergoing the decoration process. Expect the prints or stitching to look slightly different across garments.
- **Alignment** - Following the pattern above, alignment as well must be relative. Garments aren't cut with precision, and operators load by hand, which makes alignment a challenge. We do our best to ensure your decoration is straight and aligned according with normal industry standards. Please allow some variance in this as well. Large designs that are "crooked" by less than 1" end-vs-end are deemed acceptable by normal decoration standards (for small designs, this number is reduced to less than 1/2" end-vs-end). Large designs that are "off-center" by less than 2" side-vs-side are deemed acceptable by normal decoration standards (for small designs, this number is reduced to less than 1" side-vs-side).
- **Registration** - There is no such thing as perfect registration...at least not in our shop. While we take extreme care to ensure your designs are set up correctly and remain in register throughout the run, there will be variance here as well. This variance is due to many factors beyond our control. Our goal is to make sure your decorations are in register to the naked eye at reasonable distances of observation.
- **Lint** - In a shop full of cloth, lint is a fact of life. Cotton-heavy shirts especially give off a TON of lint. During long cotton runs, it is common for small pieces of lint (smaller than a pinhead) to detach from the garment and stick to the underside of a screen, temporarily blocking ink flow onto the garment. This results in tiny areas of the print where a certain color of ink failed to make it to the garment completely. These "flaws" are so small that they are almost unnoticeable to anyone who is not a printer. We have instituted quality control measures to minimize this phenomenon during longer runs, but on such runs, some lint blockage should be expected.
- **Opacity** - While we use high-opacity inks, garment construction and composition can affect opacity. In particular, lightweight garments or blended garments tend to decrease opacity in normal runs. This is common, and for the most part, a non-issue. In addition, certain printing practices can affect opacity. Typically, on colored garments, we hit the underbase white once, then lay the colors on top of that. On certain materials, this looks VERY bright, and on others, not so much. The only way to ensure maximum opacity is to double-hit the underbase, which doubles production time and incurs additional charges. (NOTE: When using visible whites with low quantities, doubling the base is usually done automatically at no additional charge). If you have an order going on colored garments that you want to make sure is 100% opaque (inasmuch as can be

achieved with the garment in play), please notate this on your purchase order: "Double Underbase", and ensure that the order confirmation and Virtual Proof reflect this request.

- **Polyester Bleed** - All polyester bleeds. This means, when exposed to heat in the screen printing process, a process called dye migration can occur. This is when the dye from the garment itself seems to 'bleed' through the ink color on top, giving it a hue that is more influenced by the color of the garment. We have gone out of our way to invest in inks and processes that minimize this phenomenon, but the results are not 100% perfect. When screen printing or heat applying decorations on polyester garments, particularly those with warm or red colors, you can expect a tad bit of bleed. Expect your lighter color prints to have about 5-10% of the garment color showing through.
- **Foil** - Textile foiling is an inconsistent process, and therefore yields unpredictable results. You can expect foil designs to have up to 10% flaw. \*Alternatively, you can use metallic vinyl to achieve the same visual result with zero flaws and high washability. Please ask for details.

**Mistakes** - If we damage product you send to us or decorate it incorrectly based on the approved virtual proof, we will compensate you accordingly, provided you send us back the incorrectly decorated product, in order to verify consistent failure. We also require that you notify us within **5 DAYS** of product shipment (see "Complaints" below).

Each instance will be evaluated and discussed as to the best compensation and resolution. If you provided the product to us, such compensation is limited to the complete redecoration of all new product at no charge. With the prices we charge, we absolutely CANNOT afford to re-purchase or credit any blank material for re-decoration. Please also note that we will not take responsibility for any mistakes or damages on orders that were rushed without appropriate rush fees, nor will we take responsibility for mistakes or damages on orders that were not correctly or completely submitted (see Order Processing above).

**Complaints** - Any complaints about product or service quality can and will be addressed if discussed within **5 DAYS** of product shipment. Any complaints after this point will not be addressed.

**Returned Checks** - A \$35 fee will apply to all returned checks.

**\*Non-Payment Hold** - Please keep your payments current. If you fail to pay or fall behind on your payment terms with us, we may cease processing new orders and hold any product in-house until payment on delinquent invoices is made in full.

**\*Late Payment Fee** - If your invoice remains unpaid beyond the terms given (i.e. Net 30), a \$30 late fee will apply. An additional \$1 per day will be charged for each day after that in which the invoice remains unpaid.

**\*Finance Charges** - In addition to any Late Payment Fees, a finance charge of 1.5% per month will apply to overdue invoices.

CUSTOMER NAME: \_\_\_\_\_

CUSTOMER SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_