How do I place an order?

Visit www.turnninety.com/screen-printing to fill out a Quote Form.

Custom Screen Printing requires unique solutions for every job. We want you to be happy with your custom order. The more details you can provide in your initial quote request the easier it will be for us to provide you with a realistic idea of a price and timeline for your job. But don't worry if you don't have all the answers, provide as much detail as possible and we'll work with you on the rest.

If you have a graphic ready, great! Just upload it and we'll let you know if any modifications would result in a better finished product. If you only have a low-resolution image, upload it, and explain your needs as best as you can.

What happens after I submit a quote?

Once you have submitted everything we need to provide an accurate estimate, you'll receive an email quote from us within two business days. If you approve the quote, you will be asked to pay a 50% deposit to move forward in the production process.

If we need additional information, a Turn90 representative will contact you to help you through the ordering process.

What is the turnaround time?

Standard: **7-10 business days** (subject to change at certain times of the year). Complex or large orders may result in longer than average turnaround times.

While we do our best to move jobs through production as quickly as possible, we unfortunately cannot guarantee a specific due date. We hit deadlines 98% of the time, but each garment is hand printed and sometimes things do happen. If you need your items within a guaranteed range, please reach out about our rush job services.

Lead time starts after deposit is paid, garments are ordered, and artwork is approved. If no in-hand date is given, the standard 7-10 business day turnaround time will apply.

If you are providing the garments for your job, the production timeline does not start until the items are received and inspected by our team. (See more about *Customer Supplied Garments* on page 6.)

After your deposit is received, digital artwork proofs will typically be emailed for approval within two business days. You will receive an email notification when they are ready for your approval.

Please note, revisions on the digital proof may delay the production of your order. We do everything possible to provide correct proofs the first time, but we cannot be held

responsible for delays if changes are required. This is the nature of creating a fully customized product. For this reason, we recommend allotting extra time to account for changes when planning your project.

If you have an event date or project deadline, please contact our staff to confirm we can meet your deadline and have it noted on your order.

Can you rush my order?

If you have a firm in-hand date, it is important to let us know. It may be possible to expedite your order. Requests for a turnaround time of less than 7 business days will incur a rush fee.

If you have a firm deadline, but the artwork approval is delayed within 6 business days of the deadline, a rush fee will be applied to the order.

Do you have a minimum?

24 garments per design.

How should I submit my art/design files?

To guarantee the best results please provide your artwork in the following file formats: pdf, eps, or ai. We also accept raster image file formats (psd, tiff, jpg or png if they are 300 dpi (ppi) and above). Your design should be scaled to your desired final print specs. If text is included, please provide the font name(s).

An artwork fee will apply if the graphic requires any modifications, including sizing. Fees start at $15 per job and increase depending on the time needed to get your graphic print ready.

How do I know if my file is a vector file?

Just because a file is saved as an eps, ai, or pdf doesn't mean it is a vector file. Vector art is created using vector software programs, such as Adobe Illustrator or Corel Draw. So how can you tell?

Enlarge your graphic on your screen (200% or larger). If your edges are blurry and appear to have various "shades" of color, then it is a raster image. If the edges are crisp and the color appears solid, it is a vector graphic.

My art isn't vectored, what can I do?

If you don't have a vector file, you will need one created or art fees will apply. You can either contact your graphic artist for assistance or Turn90 is happy to vector your artwork for you.

Artwork file preparation fees start at $15 per job and increase depending on the amount of work needed to get your artwork print ready.

Reorders do not incur an artwork fee.

Can you help me with design?

Yes, we charge $45 an hour to build art from scratch.

Where should my design be placed on the shirt?

If no placement is requested, we will use our best judgment and standard guidelines to place the design. (Please see our *Standard Print Placement and Sizing Guideline* for placement details at the end of this document.)

Custom screen printing is a craft and therefore each garment may be *slightly* different. There is no way to efficiently measure the distance from the collar of each shirt as it is loaded on the press. If you request the design be placed 2" down from the collar, we will use that as a guide and do our best to make sure all shirts hit that target. However, all shirts will not hit exactly 2". While rare, it is a possibility that placement may be off as much as an inch in any direction. This will not be considered a misprint and we will not reprint or refund these shirts. Anything over an inch from your desired placement will be considered for reprint.

What are ink change fees?

Your order is priced in part based on the number of colors to be printed. At times our customers request to have the colors printed to be changed mid-run for various reasons. Many companies treat these as entirely separate orders. We simply charge an ink change fee of $10 per color.

Can I make changes or cancel my order?

It depends on how far we are into production. Once your order is placed, we begin working on it right away. Every person in our shop will be involved in your order at some point. Most of the time involved in your order is in the Pre-Production phase. Making changes to your order once it has been placed may result in restocking fees, shipping expenses, screen fees, etc. Even if you paid a rush fee, any changes to your order will result in delays and the deadline cannot be guaranteed.

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Orders cannot be canceled after production has started. Cancellations prior to production will be billed for all charges incurred up to the point of cancellation (i.e. art time, film/screens, preparation, etc.).

Can I add items to my order?

Here at Turn90 Print Shop we typically do not charge screen or setup fees like most companies. That being said, the setup process for screen printing is very time-consuming and involved. There is a huge cost in tearing down jobs and then putting them back on the press.

Occasionally customers do need to add garments to an order after they have already picked up. In the event you need to add garments to your completed order the add-on order must be a minimum of 24 pieces and will be charged at the same price per piece as the original order. For requests less than 24 pieces, you will be charged a setup fee of $25 per screen plus shipping costs. Items will be charged at the same price per piece as the original order. This policy is good for 2 weeks after the job is complete. After this period, the add-on is considered a new job.

We always recommend making sure your final numbers are correct and ordering a few extras if you are unsure. (See *Spoilage Policy* below.) Any add-ons will be completed in our normal turnaround time. We can often rush if needed but a rush fee may apply.

My original quoted items are out of stock, now what?

Turn90 will not be responsible for items that are out of stock. While we check stock on items, all garments are ordered after your order is placed and we cannot guarantee their availability. If items are out of stock, we will provide you with replacement options and get your approval before ordering the alternative garments.

Can you ship my order?

Yes, Turn90 uses UPS Ground as our standard shipping method. Depending on your ship-to address, shipping could take one (1) to seven (7) days. Please ensure to plan your in-hands date accordingly based on your proximity to our location (Charleston & Columbia, SC). Shipping fees are based on the weight, dimensions, and zip code of the receiving party.

Am I missing a shirt?

Due to the nature of customizing apparel, it is very common for a shirt or two to be missing from your order. Shirts can get damaged during the customization process, or we may not receive our full order from the vendor. To keep prices down, we cannot order extra shirts.

Do you have a Spoilage Policy?

Yes, Turn90's spoilage policy follows industry standard which is a 2% spoilage rate - meaning that 2 out of 100 of all garments ordered will incur some form of damage during the production process. This is simply an acceptable margin of error that exists in our industry and supply chain.

What Is Spoilage?

Spoilage is the wastage or loss of material considered acceptable during the manufacturing process. A spoilage allowance is how much waste is considered acceptable on an order by the manufacturer's standards.

When To Order Exact Quantities

It is assumed that delivery of an order less a spoilage allowance is acceptable unless you specify otherwise. While no specific communication is triggered, the order will be invoiced for the actual number of pieces less any spoilage.

If your job requires an extremely specific quantity/size breakdown, we recommend padding your order to ensure that you end up with the correct amount - with a few extras at the very least.

Please let us know before approving your quote if you need exact quantities so we can note it on your order.

How Will I Know If There Is Spoilage on An Order?

As long as damaged pieces are within the spoilage allowance, no specific communication is triggered. Your invoice will indicate how many garments went to spoilage, if any.

How Am I Charged for Spoilage?

You will only be charged for the quantity delivered. You will not be charged for the decoration of spoiled garments.

Can I Provide Replacements for Spoilage After the Job Has Been Run?

Volume pricing is based on one setup. Any overages you are supplying must be available when the job is set up and the order is being produced. You cannot wait to see if there are misprints on an order before ordering replacements.

If you have ordered extra garments to account for spoilage and do not want them printed on, please let us know prior to production. We will return these items to you unprinted and you will not be charged for decoration.

If you prefer to order replacements for spoilage after a job has been run, the order is treated as a new order and the original pricing may not apply.

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<u>What Happens If the Spoilage Rate Exceeds the 2% Allowable Rate?</u>

While rare, going over the spoilage allowance is a possibility. Most of the time, you wouldn't know this happened as we can typically replace any garments that fall outside of the 2% range. However, there are some jobs that are too labor intensive to reorder garments for and then set up again, or the reorder/reprint may not be received in time to meet the customer in-hand date.

In these cases, we'll go one of two ways:

If the invoice was partially paid, we'll refund the original invoice purchase price for the damaged garments.

If the invoice is paid in full, we'll credit the account towards a future order.

What about reprints?

We go to great lengths to ensure every order that leaves our shop is accurate. Any order printed differently than approved will be reprinted at no cost. All claims must be submitted within 72 hours of receiving the garments. Please call, stop in, or email PrintShop@TurnNinety.com to submit your claim.

If any errors are the fault of Turn90 Print Shop, we will gladly accept responsibility and reprint the order correctly. We do not offer refunds unless otherwise approved but will reprint any production errors that exceed the spoilage rate. We do require you to return the items with the error. We will only replace the number of items that are returned.

Turn90 takes great care to count all garments during receiving and final packaging a minimum of two (2) times during the order process to ensure accuracy. Each box of garments is labeled and itemized with the garment and size breakdown as part of our quality control process. It is the customer's responsibility to check that the order is complete at time of pickup. All claims that garments were shorted from the final invoice must be made within 72 hours of receiving the order.

Will you print on garments I supply?

We highly recommend using our garments for customization. We know where they come from, and they are designed for customization. However, if you insist on supplying us with the garment to be customized, we will try to accommodate you if possible.

Print Only pricing rates will apply and are not reflected in the normal pricing grid. The Turn90 business model is focused on producing the highest possible quality product while providing second chance employment and supportive services to men returning home from prison.

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Still want to provide your own garments? Please read this section.

- It is unlikely you will save money providing your own garments. Print Only jobs incur an extra fee to offset our standard garment markup.
- You're assuming more risk due to potential higher spoilage and damages.
- Items have to be counted and sorted before delivery.
- Customers supply a breakdown of colors, sizes, and styles.
- No individually bagged items or an additional fee will occur.
- No reprints.
- There is an added $15 screen charge per screen/color
- Misprints over a 5% spoilage rate only incur a credit for the print cost (not the garment cost).
- The shop isn't responsible for manufacturer defects.

Allowable Defect Rate

All jobs with supplied garments carry a 5% allowable defect rate. That means that a min of 3 garments (all fractions are rounded up) of your order may be damaged, destroyed, lost or for any reason whatsoever not returned to you. While this is rare, misprints do happen.

So, What Does This Mean?

If you provide 100 hoodies, there's a chance that you'll only receive 95 back. Again, this is rare, but it does happen.

If your job requires a specific number of garments, please plan & order accordingly.

Standard Retail Pricing – Turn90

This is the print cost only. Add this price to the cost of the garment to determine your per-piece cost.

Quantity	1 color	2 color	3 color	4 color	5 color	6 color
24–35	4.40	5.80	7.20	8.60	X	X
36–49	3.80	5.00	6.20	7.40	8.60	9.80
50–99	2.74	3.64	4.54	5.44	6.34	7.24
100–149	2.45	3.15	3.85	4.55	5.25	5.95
150–199	1.91	2.41	2.91	3.41	3.91	4.41
200–299	1.76	2.20	2.64	3.08	3.52	3.96
300–499	1.53	1.83	2.13	2.43	2.73	3.03
500–999	1.38	1.68	1.98	2.28	2.58	2.88
1000–1299	1.12	1.37	1.62	1.87	2.12	2.37
1300–2499	0.97	1.22	1.47	1.72	1.97	5.22

Additional placement: 50% off the first print cost.

Screen fee: We do not charge screen fees except for print only, contract printing and special pricing. The cost of screens, film and press setup is included in the print price.

Printing dark colored garments: A 50 cent per print upcharge is applied to any order where the inks are lighter than the garment which requires an additional layer of ink color.

Artwork fee: Artwork vectoring/file preparation fee starts at $15 per order.

Metallic inks: All metallic and glitter inks require an additional layer of ink color to achieve the expected results resulting in a 50 cent per print upcharge.

Ink color change: $10 per color placement.

Custom ink fee: $25 per custom color.

Rush fee: A minimum rush fee of 25% of the order total. Standard turnaround time is 7-10 business days from artwork approval.

Basic T-Shirt Prices:
Budget: $3.50 + per shirt – Standard 100% Cotton (Hanes, Fruit of the Loom, Gildan)
Mid-Level: $6.50 + per shirt – Fashion Fit, Ringspun 100% Cotton (Bella, Next Level, District)
Premium: $6-9 + per shirt – Tri-blend (Comfort Colors, Next Level and Bella+Canvas)

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