



Contract Printing
Policies and Guidelines
2024



3765 Leeds Avenue
N. Charleston, SC 29405

630 Blue Ridge Terrace
Columbia, SC 29203

www.TurnNinety.com

Overview

Thank you for being so interested in contract printing with Turn90, "The Print Shop with a Purpose." We value you as a contract printing customer and always strive to provide quality printing, at a fair price, with a fast turnaround. To do this, we need some information to begin work.

We require the following be submitted with every order; details for submission standards can be found within these guidelines.

- Purchase Order
- Vectored Art
- Digital Proof approved by your customer

Purchase Orders

Each design must be written as a separate Purchase Order (P.O.) and cannot be combined (unless sharing a common print location).

All orders must have a *minimum* of 24 units.

To ensure all PO information is complete and to avoid potential errors, please submit your PO information and supporting files (artwork, digital, mock-ups, etc.) utilizing our form. Please let us know if you need a copy of this form, and we will be happy to provide one for you.

POs and artwork must be entirely received before we begin processing. Production will not start until all the required information is submitted. Completed submissions must include all the following information:

- PO #
- Required In-Hands Date (otherwise, standard ten (10) business days from submission/garment arrival will apply). If the in-hand date is sooner than the usual ten (10) business day turnaround time, Rush Fees will apply.
- Itemized List of Merchandise [item #, brand, description, quantity, color, size]
- Customization Specifications [type, location, size, colors, fonts, etc.]
- Additional Fees (Art Time, Specialty Items, Rush Charges, etc.)
- Shipping/Pick-Up Information
- Print-ready artwork. All artwork must be in a clean vector format. Our Art Department must approve all art files as "print-ready" before production, or additional art fees will apply. Reorders must be submitted with the previous approved Proof; please include the last order number.



Turn90 Print Shop Contract Printing Guidelines

A Digital Proof (\$25) is required for all orders.

Any questions or concerns should be e-mailed to PrintShop@TurnNinety.com

Standard Production

Standard production turnaround is seven-ten (7-10) business days after PO submission. POs received *after 1 pm (EST)* will be entered on the *following business day*. Standard production times are *subject to variability based on order volumes*. Please email PrintShop@TurnNinety.com for an estimated timeline for orders over 500 units.

All blank merchandise must be received 5 (business) days before the completion date to avoid delay. If the completion date is a "firm" date and goods are not received, rush charges will incur.

All digital art proofs must be approved 4 (business) days before the completion date to avoid delay. If the completion date is a "firm" date and approval is delayed, rush charges will incur.

Garment Guidelines and Recommendations

Garments being received must have the PO number on the outside of the box and be easily identifiable. The PO number must match the PO submitted to T90 for that specific order.

Garments that arrive for orders not counted or sorted prior to sending will incur a \$1.00/garment fee.

Any merchandise unclaimed after three (3) months will be donated to a local non-profit of our choosing.

T90 retains the right to deny or cancel orders with unapproved garments, garments that we consider unfit to embellish, or garments that we consider too difficult to decorate.

There is a twenty-four (24)-piece minimum on all orders. All variations require 24 units/variation. Variations include (but are not limited to) garment type, color, youth/adult sizes. All ink changes require at least twelve (12) garments. T90 reserves the right to cancel orders that do not meet the minimum requirements.

For artwork containing small detail, please be aware that results will vary based on the garment and ink color. Lighter garments with dark ink will hold finite details better than dark-colored garments with light ink. Ensure all artwork has at least one stroke thickness and a minimum of 12 pt. font. Additional Art Fees will apply if we need to change your artwork to accomplish the expected results.



Turn90 Print Shop Contract Printing Guidelines

Do not supply or pre-treat garments with a stain-resistant or waterproofing chemical or fabric coating.

We cannot print products with more than a 1x1 rib fabric as this will affect print detail.

Please get in touch with us if you have any viscose materials before the PO submission.

Printing Guidelines

We cannot print over seams, zippers, collars or other unique locations as this may damage the equipment. Please see our *standard print placement and sizing guidelines* below. Any embellishment without a standard size and placement will incur additional fees.

T90 will **always** require an underbase on any order where the inks are lighter than the garment. Please reference the *pricing sheet* accordingly, as this requires an additional screen as well as an additional color run.

Safety colors, camouflage, tie-dye and comfort color garments may print poorly and require an underbase to avoid dye migration (see *pricing sheet*). This requires an additional screen as well as an additional color charge.

Pigment-dyed products (ex., Comfort Colors) contain dyes that are not colorfast and may bleed, run or otherwise affect final printed products regardless of the steps we take to avoid this happening. T90 does not assume responsibility if such issues occur on those specific garments.

All glow-in-the-dark/metallic/glitter inks require an additional layer of ink to achieve the expected results on garments. Please reference the *pricing sheet* (i.e., gold glitter is priced as a two (2) color).

Shipping

Turn90 uses UPS Ground as our standard shipping method. Depending on your ship-to address, shipping could take one (1) to four (7) days. Please ensure to plan your in-hands date based on your proximity to our location (shipped orders come from Columbia, SC).

Shipping fees are based on the receiving party's weight, dimensions, and zip code. Any wrong address or unspecified Residential Address will incur a fee of \$15.00. Split shipments will be charged \$7.50 per address.

There will be a fee of \$60.00 applied per order that requires international shipping. This fee is in addition to any shipping charges.

Shipping Insurance requests must be specified on your PO. Customer or third-party shipping information may be used for billing; clearly state this on your PO at the time of submission.



Turn90 Print Shop Contract Printing Guidelines

Your order may be delayed if complete and accurate shipping information is not received at least 48 business hours before the completion date.

General Information

Please utilize and submit the personalization form with your PO.

Cancellations will not be accepted after embellishment is complete.

Cancellations before production will be billed for all charges incurred up to the point of cancellation (i.e., art time, film/screens, preparation, digitizing, etc.).

Orders on hold for 30 days without progress will be closed and invoiced for any art time, digital proofs, film printed (\$5.00 per color/location), and screens burned (\$15.00 per color/location).

Appropriate use of copyright marks and payment of licensed property royalties are the customer's responsibility.

T90 is not responsible for wrong styles, defective or damaged merchandise, missed shipments, or late arrivals from your vendors.

If returns are required, please provide T90 with a 3rd Party shipping number or electronic prepaid label to return your goods to the source. Shipping and handling charges will apply.

All received merchandise, regardless of source, must include your company name and PO on the packing slip. A delay in production due to the lack of this information may occur. If it is a "firm" in-hands date, Rush Charges will apply.

T90 takes excellent care to count all received garments at least two (2) times during the order process to ensure accuracy. Our count is considered final.

T90 owns all screens, films, and separation files for output.

Any film for an order older than one (1) year without being used in a reorder will be destroyed; new films will be required (if needed). Art Fees may apply.

All payments must be received in full prior to production and garment delivery.

Any order with multiple garment types, designs, or different (front, back, sleeve) locations must have 24 units per variation and cannot be combined for quantity pricing.



Turn90 Print Shop Contract Printing Guidelines

For Screen Printing, Youth and Adult sizes are separate runs and must be sized and priced accordingly. Ensure to specify Adult or Youth on your PO. We will match the overall quantity for print cost, but they require payment for separate screens.

See our Standard Size and Positions information for guidelines.

T90 will not be responsible for 2% of errors that occur during a single order. (See our *spoilage policy* below)

All pricing and policies are subject to change without prior notice.

Acceptable Artwork

If changes to your artwork are required to accomplish the below request, additional Art Fees will apply.

Accepted Artwork Files: AI, SVG, EPS, PDF, JPEG, PNG

File Resolution: Files should be sent as high-resolution files. Anything above 300 dpi/ppi is considered high resolution.

Text: Please convert all fonts to outlines to avoid any font issues. Please provide the font file and name if the font is not outlined. Note that script fonts need to be outlined to avoid any issues with printing. Recommend all text be at least 10pt font to ensure readability.

Strokes: Please convert all strokes to outlines to avoid any issues.

Fine Details: Minimum line thickness in artwork needs to be at least 1 pt. Any narrow negative spaces should be at least 2 pt; otherwise, that space may fill in.

Spot Colors: All colors in the file should be set to spot colors and assigned a Standard Imprint Color or Pantone color. Please reference our house color sheet if you would like to color match.

Print Size: All Artwork should be set in the file to the actual print size and noted on your PO. Please reference our Standard Imprint Placement and Size for our recommendations. These may need adjustment based on garments. (artwork fees may apply)

Clipping Masks: Please avoid clipping masks and eliminate any overlapping objects.



Turn90 Print Shop Contract Printing Guidelines

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). It is a raster image if your edges are blurry and appear to have various "shades" of color. It is a vector graphic if the edges are crisp and the color appears solid.

MY ART ISN'T VECTOR. WHAT CAN I DO?

If you can't find a vector file you will need one created or art fees will apply. You can contact your Graphic Artist to create this using our art guidelines, or T90 can happily assist. Simply reach out to PrintShop@TurnNinety.com to inquire about pricing.

RASTER

Additional Art Fees will apply if art is submitted in raster format for Screen Print.

Note: Due to limitations in full-color printing, exact color matching is not always attainable. We will do our very best to match.

Print Placement and Sizing Guidelines

T90 uses industry-standard placements and sizes for graphics. Please see our *Print Placement Guideline* for placement and sizing details. If you require off-standard placement or sizing, this must be noted in the PO and on the digital proof, and fees will incur (see *Specialty Items/Locations* below)

Youth and Adult sizes

- Require separate screens and are considered separate runs
- We will match the overall quantity to one job for print cost- they require payment for separate screens.
- You must notate on your P.O. if you want to use youth screens on adult sizes- otherwise, we will apply any additional fees required for needed screen sizes

Custom screen printing is a craft; therefore, each garment may be *slightly* different.

Spoilage Policy

Turn90's spoilage policy follows the industry standard 2% spoilage rate.

When To Order Exact Quantities

- If your job requires a precise 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.

Spoilage Communication

- As long as damaged pieces are within the spoilage allowance, no specific communication is triggered. Your account will be credited the print cost for any missing items.
- You will only be charged for the quantity delivered. You will not be charged for the decoration of spoiled garments.

ReOrders/Replacements/Reprints

- Pricing is based on one setup.
- If you are supplying overages, this must be noted in P.O., and they must be available when the job is set up, and the order is being produced.
- If you have ordered extra garments to account for spoilage and do not want them printed on, you must let us know before 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 will **not apply**.

Exceeding 2% Spoilage

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 the 2% range. However, some jobs are too labor-intensive to reorder garments and set up again, or the reorder/reprint may not be received in time to meet the customer's 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.

We'll credit the account towards a future order if the invoice is paid in full.

Reprints

We go to great lengths to ensure that 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 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 Print Shop Contract Printing Guidelines

Turn90 takes excellent 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 the time of pickup. All claims that garments were shorted from the final invoice must be made within 72 hours of receiving the order.

Pricing Information

Quantity	Number of Colors					
	1	2	3	4	5	6
24-35	\$2.42	\$2.95	\$3.41	\$4.04	\$4.52	x
36-49	\$1.63	\$2.23	\$2.69	\$3.18	\$3.61	\$4.07
50-99	\$1.34	\$1.90	\$2.28	\$2.73	\$3.08	\$3.48
100-199	\$1.21	\$1.73	\$2.13	\$2.48	\$2.74	\$3.06
200-299	\$1.10	\$1.51	\$1.86	\$2.22	\$2.48	\$2.78
300-499	\$0.98	\$1.24	\$1.47	\$1.73	\$1.92	\$2.15
500-999	\$0.89	\$1.10	\$1.24	\$1.44	\$1.55	\$1.72
1000-1999	\$0.82	\$0.98	\$1.14	\$1.33	\$1.37	\$1.62
2000+	\$0.75	\$0.91	\$1.05	\$1.18	\$1.32	\$1.45

Pre/Post Production	
Sort & Count*	\$1/item
Unbagging Items	\$.15/item
Digital Proof	\$25
Artwork	\$45/hour
Film/Screens**	\$15/color&location
Individual Fold	.20/item
Individual Bag	.30/item
Size Stickers	.15/item
Hang Tags	Request pricing

*if not itemized on PO

**if changed after approval \$20

Specialty Ink & Ink Changes	
PMS Matching	\$25/color
Metallics	addtl color
Color Change*	\$10/color & location

*min 12 units

Specialty Items/Locations	
Non-standard placement/sizing*	.25/item

*see placement guide

Rush Fees*	
6 Business Days	25%
5 Business Days	50%

*subject to variability based on order volumes

In-House Color Chart



Daisy



Amber



Light Gold



Bumblebee



Peach



Orange Knish



Rusty Orange



Scarlet



Dark Red



Burgundy



Milzy Pink



Hot Pink



Sporty Pink



Groovy Purple



Purple



Blue Wave



Eldon



Bahamas



Process Blue



Medium Royal



Cobalt



Turning Teal



Aqua-ish



Turquoise



Lime Green



Greenlight



SummerLeaf



Impact Green



Brite Green C



Green



Dark Green



Moss



Khaki



Derby Brown



Dark Brown



Vegas Gold



Silver Grey



Battleship Grey



White



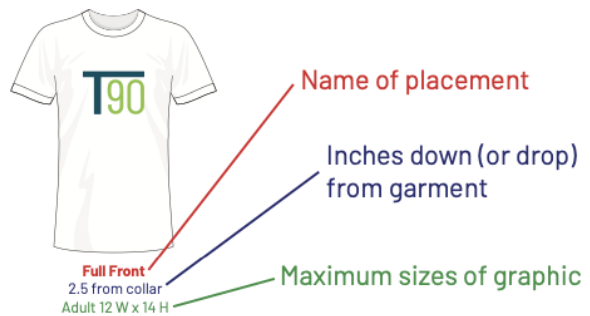
Black

Standard Print Placement and Sizing Guidelines

Sizing and Placement Detailed Guide

Placement	Standard Size	Maximum Size	Standard Drop
Full Front	9x9	12x14	2.5"
Across Chest	4x12	6x12	2.5"
Center Front	6x6	8x8	2.5"
Front Left/Right Chest	3.5x3.5	4.5x4.5	2.5"
Sleeve	3x3	3.5x3.5	1"
Full Back	9x9	12x14	4"
Nape	3x3	4x4	1"
Pocket (dependent on dimensions)	3x3	4x4	Center
Hoodie Front	10x9	12x10	2.5"
Hoodie Across Back	4x12	6x14	6"
Hoodie Back	9x9	12x14	6"
Long Sleeve	2x11.5	3x14	2"
Zip Up Front Left/Right Chest	3.5x3.5	4.5x4.5	2.5"
V-Neck Front	9x9	12x14	1"
Tank Front	9x9	12x14	1"
Tank Back	9x9	12x14	3"
Tote Bag (dependent on dimensions)	9x9	12x12	Center
Apron	5x5	6x10	3"
Youth Front	7x7	9x5	2"
Youth Back	8x8	9x12	3"
Youth Sleeve	2x2	2.5x2.5	1"
Youth Hoodie Front	6x6	8x8	2"
Youth Hoodie Back	6x6	8x8	4"
Toddler Front	6x5	7x7	1.5"
Toddler Back	5x5x8.5	6x10	2"
Toddler Sleeve	1.5x1.5	2x2	1"
Onesie Front	4x4	5x6	1"
Onesie Back	4x4	5x6	1"

- Placement shown is approximate and may vary in appearance depending on size, style, garment, customer requests, and recommendation of the print shop team.
- Adult garments represent standard unisex.
- Size of graphic is listed at the MAXIMUM dimensions for printing area.
- Our products are crafted by men and screen printed on a movable, stretchable surface. We do our absolute best to ensure continuity, however, placements may alter slightly...They are one of a kind!



Full Front
2.5" from center collar
12 W x 14 H



Front Left/Right Chest
2.5" from collar
3.5 W x 3.5 H



Short Sleeve
1" from bottom seam
(to bottom of graphic)
3 W x 3 H



Full Back
4" down from center collar
12 W x 14 H



Nape
1" down from center collar
4 W x 4 H



Pocket
Centered on pocket
or 1/2" above
(sizes vary)



Hoodie Full Back
Adult 6" down from center neck seam
12 W x 14 H
Youth 4" down from center
10 W x 9 H



Long Sleeve
2" from top seam
to top of image
3 W x 15 H



Zip Up Front Left/Right Chest
2.5" from collar
3.5 W x 3.5 H
Note: We do not print across zippers



V-Neck Full Front
1" from point of V
12 W x 14 H



Tank Front
1" from center collar
12 W x 14 H



Tank Back
3" from center collar
12 W x 14 H



Tote Bag Center
2.5" from top center of bag
12 W x 12 H



Apron Middle/Center
3" from top center
6 W x 10 H



Youth Full Front
2" from center collar
9 W x 5 H



Youth Full Back
3" down from center collar
9 W x 12 H



Youth Short Sleeve
1" from bottom seam
(to bottom of graphic)
2.5 W x 2.5 H



Toddler Full Front
1.5" from center collar
6 W x 5 H



Toddler Full Back
2" down from center collar
6 W x 10 H



Toddler Short Sleeve
1/2" from bottom seam
(to bottom of graphic)
2 W x 2 H



Infant Front
1/2" from collar
2 W x 3 H



Infant Back
1" from collar
2 W x 3 H

Turn90 Print Shop Contract Printing Guidelines

P.O. Form



3785 Leeds Ave
N. Charleston, SC 29455
630 Blue Ridge Terr
Columbia, SC 29203
PrintShop@TurnNinety.com

Company Name: _____

Date: _____

Contact Name: _____

Garment Delivery Date: _____

Contact Email: _____

Firm Due Date: Y / N

Additional Fees:	
Rush	Y / N
Digital Proof	Y / N
Non-Standard Placement	Y / N
Custom Color	Y / N

Notes:

Notes:

PickUp Location:	Chs	Cola
	Shipping	

[illegible]

Design/Artwork

Design Name	Print Ready Graphics?		Repeat Design?	
	Yes	No	Yes (Attach previous proof)	No

Imprint Location	Imprint Color(s)	Imprint Size	Fonts Used
FLC			
Full Front			
Full Back			
Nape			
Sleeve L / R			
Other			