

## **How do I place an order?**

Visit [www.turnninetty.com/screen-printing](http://www.turnninetty.com/screen-printing) and complete the Quote Request Form.

- Include as many details as possible (e.g., quantity, design files, deadlines).
- Upload artwork if available. We accept vector files or high-resolution images.
- Don't worry if you're missing details—we'll guide you through the rest.

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

To approve the quote, you'll be sent a link to Teesom, our customer portal to make a username and password. Upon quote approval, you will be asked to review the details of the order and pay a 50% deposit.

It is very important to confirm the style type, color and sizing of your order before the quote is approved. Garments are ordered almost immediately when the deposit is made. If changes are made after garments are ordered, there can be expensive reshipping and handling fees.

## **What is the turnaround time?**

**Standard turnaround times average from 12-16 business days from art approval**, but are 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 always guarantee a specific due date. We hit deadlines 99% of the time, but each garment is hand-printed and sometimes things happen. If you need your order within a guaranteed range, please reach out about our rush job services.

Lead time starts after the deposit is paid, garments are ordered, and artwork is approved.

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, we will begin working on your artwork approval, which includes digital proofs. This will typically be emailed for approval within **2 business days**. Complex artwork, custom artwork and/or orders with multiple placements or jobs are usually emailed within 3-4 business days. Production will not begin on your order until the artwork approval is received. If there are multiple jobs with different graphics, we will require artwork approval for each job.

Please note that revisions to the artwork approval may delay the production of your order. We do everything possible to provide exemplary proofs the first time, but we cannot be held responsible for delays if changes are required. **Each revision can take up to 1-2 days.** 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, it is very important to alert our staff at the beginning of the ordering process so they can coordinate with the production team.

### **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 12-16 business days may incur a rush fee.

If you have a firm deadline, but the artwork approval is delayed within 8 business days of the deadline, rush fees will be applied to the order.

### **Do you have a minimum?**

24 garments per variation. Variations include design, garment type and color, placements, graphic size (ex. adult and youth sizing), etc. This does not include sizes within the same item.

- Example: If you want adult shirts in one color and youth in another, that's two variations and requires at least 24 of each.

### **How should I submit my art/design files?**

Upload through our quote form or email high-resolution or vector artwork files such as .ai, .eps, .psd, .pdf, .png, or .jpeg.

*All new orders include a \$25 artwork / file preparation fee.* If your file is not a high-resolution image or a vectorized file that requires editing (including color changes), there will be additional artwork fees applied at our custom artwork editing rate, \$45/hour, billable by the ¼ hour.

If you are reordering and it is the same exact order (same tee type, color, and graphics), the artwork fee will be removed.

An artwork fee will apply if the graphic requires any modifications, including sizing. Fees start at \$25 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 (pixelated) 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.
- Sometimes, even vectored artwork needs to be "separated" or edited to get ready to screen print, which is included in the \$25 artwork fee, unless extensive changes or edits are needed, then additional fees may apply.

When in doubt, send us what you have—we'll evaluate and guide you.

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

If you don't have a vector file, you will need one created. You can either contact your graphic artist for assistance, or Turn90 can vector your artwork for you. Artwork file preparation fees start at \$25 per job and increase depending on the amount of work needed to get your artwork print-ready.

## **Will I receive a digital proof of my order?**

Yes! This is included in your artwork fee. After you approve the quote and pay your deposit, we will send you a digital proof. **An initial proof and two artwork revisions are included** at no charge. If additional changes are requested after two revisions, design time will be billed at \$45/hour.

Sometimes it is helpful (or even necessary) to see a mock-up before the order is placed. We call this request a "Pre-Mockup". We are happy to provide pre-mockups at an additional cost starting at our custom design/editing artwork rate of \$45/hour (billable by the ¼ hour). If the pre-mockup requires artwork editing, you will be charged at the custom artwork rate.

## **Can you help me with design?**

Yes, we charge \$45 an hour for custom artwork. We mainly do re-creating, editing, and refining artwork. We specialize in refining and recreating designs. While we don't often build concepts from scratch, we're happy to discuss ideas (such as free fonts or mock-up sites) and recommend designers as needed. Having examples, ideas, and more information all help to cut down on the billable hours.

### **Where should my design be placed on the shirt?**

We will use our best judgment and standard guidelines to place the design. (Please see our *Print Placement Guideline* for placement details at the end of this document.) Placements and design sizing will all be viewable on the artwork approval sent to you.

Custom screen printing is a craft and therefore each garment may be *slightly* different. Many variables can impact placement (ex. shirt size, graphic size). 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, 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.

### **What is an Underbase?**

An "underbase" is an extra layer of ink that is applied to certain garments to retain a high quality of screen printing. This extra layer requires an additional screen and is charged as an additional color.

- Dark garments (ex. Black) with light ink colors (ex. White Ink) require another layer of ink to ensure the correct opaqueness, or not being able to see the shirt color through the ink.
- For example, your quote may have 2 colors listed, even though there is only 1 visible color.
- Certain garments, such as performance wear and polyester materials, require underbase layers so that the color of the garments does not bleed through the ink.

### **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.

**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:

- Additional orders must be a minimum of 24 pieces and will be charged at the same price per piece as the original order.
- This policy is good for 10 business days after the original (or first) 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?**

We do our best to verify stock, but garment availability changes quickly. If something is out of stock, we'll recommend alternatives and wait for your approval.

### **Can you ship my order?**

Yes, Turn90 uses UPS Ground as our standard shipping method. Depending on your ship-to address, shipping could take 1 - 7 days. Please ensure to plan your in-hand date accordingly based on your proximity to our locations (Charleston, Columbia, & Spartanburg, SC). Shipping fees are based on the weight, dimensions, and zip code of the receiving party. When we are alerted an order needs to be shipped we will apply an estimated shipping fee as an *estimate*. This will be updated with the correct amount along with tracking numbers at the time of shipment.

### **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. Read more in our *Spoilage Policy* below.

## **Do you have a Spoilage Policy?**

Yes, Turn90's spoilage policy follows the industry-standard, which is a 2% (or 1 item, whichever is higher) 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, because of this, no specific communication is triggered if there is spoilage. Your invoice will be updated to account 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. We understand this can be difficult, please let our team know if you would like help padding your order. We are happy to help and make suggestions on how many or what size may be best to add to 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.

### What Happens If the Spoilage Rate Exceeds the 2% Allowable Rate?

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, some jobs 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'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.
- 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 email [PrintShop@TurnNinety.com](mailto: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 the garments I supply?**

While we recommend using our garments for best results and efficiency, we may be able to accommodate customer-supplied items with specific guidelines and added precautions.

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.

Still want to provide your own garments? Please read this section. It is unlikely you will save money by providing your own garments. Print-only jobs incur extra fees to offset our standard garment markup. You're assuming more risk due to potential higher spoilage and damages.

- Print-only pricing rates will apply and are not reflected in the normal pricing grid.
- There is an added \$15 screen charge per screen/color.
- Items have to be counted and sorted before delivery.
- Customers supply a breakdown of colors, sizes, and styles.
- No individually bagged items or additional fee will occur.
- No reprints.
- 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.



## Turn90 Print Shop Policies & FAQ's

### Allowable Defect Rate

All jobs with customer-supplied garments carry a 5% allowable defect rate. That means that a minimum 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.

**Note:** An underbase (an additional layer of ink which acts as a primer) is required for any order where the inks are lighter than the garment. The underbase counts as an additional color.

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	X	X
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	2.22

**Additional graphic placements:** 50% off the first print cost.

**Screen fees:** We do not charge screen fees except for print only, contract printing and special pricing.

**Artwork fee:** The artwork vectoring/file preparation fee starts at \$25 per order. One digital proof and two revisions are included at no charge. Additional design time is billed at \$45/hour.

**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. The standard turnaround time is 12 business days from artwork approval.

**\*Example T-Shirt Prices:**

Budget: \$3.74 + per shirt – Basic tees (typically 100% cotton)

Mid-Level: \$6.74 + per shirt – Fashion Fit, Ringspun 100% Cotton, 50/50 Blends, etc. (Bella, Next Level, LAT)

Premium: \$9.74 + per shirt – Tri-blend, Garment Dyed, etc. (Comfort Colors, Next Level and Bella+Canvas)