Policies & FAQs

Effective October 2026

How do I place an order?

We offer two ways to get started:

- **Ready to order?** Complete our Quote Request Form: turn90.fillout.com/t90printshop
- **Just exploring?** Get an instant ballpark estimate: turnninety.com/screen-printing

When you submit a quote request, please include as much detail as possible. The more complete your submission, the faster and more accurate your quote will be. We need:

- Garment style, color, and size breakdown (including quantities by size)
- Design locations (left chest, full back, etc.)
- Number of ink colors per design
- PMS color codes if applicable
- Artwork files (.ai, .eps, .psd, .pdf, .png, or .jpeg)
- Shipping address or pickup preference
- Deadline or in-hand date (if you have one)

Incomplete submissions often require a quick follow-up call before we can quote.

What happens after I submit a quote?

Once we have everything we need, your assigned Turn90 representative will email you a quote within two business days. If we need additional information, your rep will reach out.

Your quote is not final until it is approved in Teesom, our customer portal. Your rep will set you up in Teesom where you'll officially review and confirm your order details.

Please confirm the garment style, color, and sizing of your order before approving. Garments are ordered almost immediately after confirmation. Changes made after garments are ordered will result in restocking and reshipping fees.

What is the turnaround time?

Standard turnaround is **12-14 business days from artwork approval**, not including shipping time. This can change depending on shop schedule, and complex or large orders may take longer.

As a general rule, plan on approximately **21 business days from start to finish**. That accounts for quoting, artwork approval, production, and shipping.

If you have an event date or project deadline, share it with us as early as possible, ideally when you first submit your quote request.

How does the process work after my order is confirmed?

After your order is confirmed in Teesom, we'll send you a digital proof. Proofs are typically emailed within 2 business days. Complex artwork, custom designs, and orders with multiple placements are usually emailed within 3-4 business days.

Lead time starts after the order is confirmed in Teesom and artwork is approved.

Revisions to the artwork approval may delay production. **One initial proof and two artwork revisions are included at no charge.** Additional changes are billed at $45/hour.

Can you rush my order?

If you have a firm in-hand date, let us know. Rush fees start at 25% of the order total and increase depending on how tight the timeline is.

If artwork approval is delayed and falls within 8 business days of your deadline, rush fees will be applied.

Do you have a minimum?

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

- **Examples:** 50 adult t-shirts and 50 youth t-shirts = two variations. 50 black shirts and 50 white shirts = two variations. Each variation requires a minimum of 50 pieces.

How should I submit my art/design files?

Upload through our quote form or email high-resolution or vector artwork files: .ai, .eps, .psd, .pdf, .png, or .jpeg. When in doubt, send us what you have. We'll review it and let you know if anything else is needed.

All new orders include a **$25 artwork/file preparation fee**. This covers file setup and color separation for screen printing. If your file requires additional editing, including vectorizing or color changes, artwork fees apply at **$45/hour**, billed by the quarter hour.

Reorders with the exact same artwork have the artwork fee waived.

Will I receive a digital proof of my order?

Yes, this is included in your artwork fee. One initial proof and two revisions are included at no charge. Additional changes after two revisions are billed at $45/hour.

Need to see a mock-up before placing the order? We're happy to provide a "Pre-Mockup" at $45/hour, billed by the quarter hour. **Pre-mockups can take up to 4 business days and may delay your overall timeline.**

Can you help me with design?

Yes. We charge $45/hour for custom artwork. We specialize in re-creating, editing, and refining designs. While we don't often build concepts from scratch, we're happy to discuss ideas and recommend designers. Having examples, references, and as much detail as possible helps cut down on billable hours.

Where should my design be placed?

Standard placements (included in base pricing): full left chest, full front, full back, nape of neck.

Other placements, including on or above the pocket, sleeve, sweatpants, socks, or any other location not listed above, may carry a surcharge of **$0.25 per piece**. Your rep will note this in your quote.

Placement may vary slightly due to garment and graphic sizing. For full placement guidelines, ask your rep for our placement reference sheet.

What about custom ink colors?

We maintain a house ink chart with 30+ standard colors at no additional charge. Ask your rep for a copy of our current ink chart.

Custom colors outside our house chart cost **$25 per custom color**. Please provide your exact PMS code for matching.

If you need ink colors changed mid-run, we charge an **ink change fee of $10 per color** per placement.

What is an underbase?

An underbase is an extra layer of ink applied beneath your design. Think of it like a primer for your walls. It allows the ink to print true on certain garments and materials. An underbase requires an additional screen and is priced as an additional color. Underbase is required for:

• Dark garments • Designs that include white ink • Polyester garments

Your quote may show an extra color listed for the underbase. Your rep will explain this.

What about extended sizes?

Extended sizes (2XL and above) typically cost more from the garment distributor. This additional cost is passed through in your quote.

Can I make changes or cancel my order?

Once your order is placed, we begin working on it right away. Making changes after the order is placed will result in restocking fees, shipping expenses, and delays.

Orders cannot be canceled after production has started. Cancellations prior to production will be billed for all charges incurred, including restocking fees, shipping, art time, screens, and preparation.

Can I add items to my order?

Add-on orders must be a **minimum of 50 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 job is completed. After that, the add-on is treated as a new order.

What about screen fees?

Single-variation orders: No screen fees. Unlike most shops, we don't charge screen fees on standard single-variation orders.

Multiple-variation orders: We may apply a screen fee of **$15 per screen** (one screen per color per imprint location) if doing so results in a lower overall cost for you. If all variations share the exact same imprint, no screen fees apply.

My original quoted items are out of stock. Now what?

Garment availability changes quickly. If something goes out of stock, we'll recommend alternatives and wait for your approval before proceeding.

Can you ship my order?

Yes. Turn90 uses **UPS Ground** as our standard shipping method (1-7 business days depending on destination).

Free shipping within: Charleston, Berkeley, Dorchester, Spartanburg, and Greenville counties (SC).

Local pickup is available at our Columbia location: 630 Blue Ridge Terrace, Columbia, SC.

For Columbia customers who prefer shipping, or for orders outside the free shipping area, shipping fees are based on weight, dimensions, and destination.

How does payment work?

Credit card: 50% deposit at order confirmation. Remaining balance invoiced before shipment/pickup. A 3% surcharge applies to all credit card transactions.

Check or ACH: No deposit required. One full invoice at the time of shipment.

Interested in payment terms? Ask your rep. Terms require approval and are available for established accounts.

Do quotes expire?

Yes. Quotes are valid through the deposit deadline stated in your quote. **Pricing, garment availability, and production timeline are not guaranteed to carry over** to a new quote.

Am I missing a shirt?

It's common for a shirt or two to be short from your order. Garments can get damaged during production, or we may not receive our full order from the vendor. Read more in our Spoilage Policy below.

Do you have a spoilage policy?

Turn90 follows the industry-standard **2% spoilage rate** (or 1 item, whichever is higher). You're only charged for the quantity delivered.

If your job requires an extremely specific quantity, we recommend padding your order.

What if spoilage exceeds 2%? We can typically replace garments outside the 2% range. If a reprint isn't feasible, we'll refund or credit the difference.

What about reprints?

Any order printed differently than approved will be reprinted at no cost. **All claims must be submitted within 72 hours of receiving the garments.** Email PrintShop@TurnNinety.com to submit your claim.

We do not offer refunds unless otherwise approved, but will reprint any production errors that exceed the spoilage rate. We require you to return the items with the error and will only replace the number of items returned.

Contact Us

Turn90 Print Shop

PrintShop@TurnNinety.com

Charleston: 5640 Rivers Ave, N. Charleston, SC

Columbia: 630 Blue Ridge Terrace, Columbia, SC

Spartanburg: 111 Belton Drive, Spartanburg, SC

Turn90 Standard Retail Pricing

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

Note: An underbase may be required for your order (see above). The underbase counts as an additional color in the pricing table.

Quantity	1 Color	2 Color	3 Color	4 Color	5 Color	6 Color	7 Color
50-99	$2.74	$3.64	$4.54	$5.44	$6.34	-	-
100-149	$2.45	$3.15	$3.85	$4.55	$5.25	$5.95	$6.65
150-199	$1.91	$2.41	$2.91	$3.41	$3.91	$4.41	$4.91
200-299	$1.76	$2.20	$2.64	$3.08	$3.52	$3.96	$4.40
300-499	$1.53	$1.83	$2.13	$2.43	$2.73	$3.03	$3.33
500-999	$1.38	$1.68	$1.98	$2.28	$2.58	$2.88	$3.18
1,000-1,299	$1.12	$1.37	$1.62	$1.87	$2.12	$2.37	$2.62
1,300-2,499	$0.97	$1.22	$1.47	$1.72	$1.97	$2.22	$2.47

Maximum 5 colors for orders under 100 pieces.

Additional graphic placements: 50% off the first print cost (full price applies to the higher-color/more expensive location).

Additional Fees Summary

Fee	Amount
Artwork / file preparation	$25 per order (waived on identical reorders)
Additional design time / vectorizing	$45/hour, billed by quarter hour
Custom ink color (outside house chart)	$25 per color
Ink color change (mid-run)	$10 per color per placement
Non-standard placement	$0.25 per piece
Screen fees (multi-variation orders)	$15 per screen (applied when it lowers overall cost)
Rush fee	Starting at 25% of order total
Credit card surcharge	3% (check/ACH available to avoid)

Example T-Shirt Prices (garment + 1-color print at 50-99 pieces):

Budget	Mid-Level	Premium
Gildan, Hanes, Port & Company	Bella+Canvas, Next Level, District	Comfort Colors, tri-blends
~$6.24/shirt	**~$9.24/shirt**	**~$11.24/shirt**

Actual pricing depends on specific style, quantity, and number of ink colors. Your rep will provide exact pricing in your quote.

Questions? Email PrintShop@TurnNinety.com

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