



TERMS AND CONDITIONS

RETURNS

At Uncommon Threads we stand behind our work and let it speak for itself. We do not offer refunds, but will reprint the order to the correct specifications if a mistake has been found. We are not responsible for any damaged products that were not purchased from Uncommon Threads. If upon receiving you find that something is incorrect, you must notify us within 72 hours of the delivery of your order. Once we are notified we will do everything in our power to take care of the issue in a timely manner. If it is determined that you need to return products to Uncommon Threads for inspection or to be reprinted, the product must be returned within 2 business weeks of the stated claim. If you have contacted us to make a return and we have agreed to cover the shipping cost, all items must be shipped using ground ship methods from UPS or FedEx, any other methods of shipping (3 day ship, 2nd day air, etc.) will not be covered. If items are returned after this timeframe, the shipment will be denied and the package will be sent back to you unless prior arrangements have been made.

PRICING

Uncommon Threads reserves the right to change pricing without notification. For example, a client looks at the pricing given by Uncommon Threads on Monday and on Tuesday Uncommon Threads updates the cost to reflect cost in rising cotton prices. Later that day the client places the order and Uncommon Threads produces the order with the most up to date cost for the industry. Uncommon Threads charges \$25 per design. For logo development there is a \$175 fee. A full brand development costs \$500 depending on the products that the customer needs.

PAYMENT

A deposit of 50% must be made prior to your order being printed. Upon completion of the order you will be billed for the remaining balance before the order is shipped. If any payments are left outstanding after 72 hours of an order being received by the client that order will be subject to a weekly interest charge of 10% of the total invoice amount per week until payment is received.

RETURNED CHECKS

There will be a \$30 charge on all returned checks.

ORDER CANCELLATIONS

In the event the order must be cancelled by the customer the refund will be based on the status of the order. Depending on the order status the customer may have to pay a restocking fee or for the garments plus any additional fees required to cover services already rendered (artwork, films, etc.). If the order is complete there will be no refund given.

IN HAND DATES

Uncommon Threads will do everything we can to meet any in hand dates, but we cannot guarantee it. Rush fees may apply. Customer may be responsible for any expedited shipping charges associated with the order.

TURNAROUND TIME

Uncommon Threads asks for about 7-10 business days from the time we receive both deposit and approval of artwork. Both must be received for the order to be placed in production. Turnaround time does include ship time. Please keep in mind that we at Uncommon Threads are not open for most national holidays and that this will add to the turnaround time of your order.

SATISFACTION CLAUSE

Uncommon Threads will not be responsible for your satisfaction with the garments printed on or the printed artwork. We are always available to counsel any customer to ensure you pick a garment that matches your needs but we also need you to do your due diligence on the garment choice. If you are unsure of what garment to select, we can gladly order a number of blank samples for you to choose from. The samples will be billed at a per piece rate and shipped without printing. Blank samples will not credit to the cost of your order.

MANUFACTURER DEFECTS

Uncommon Threads cannot be held liable for inconsistencies related to size, shade, or construction. We suggest ordering 5% extra of each size if exact count is important. We try our hardest to inspect the garments as we print them, but we cannot guarantee each garment. We are not the manufacturers of these garments, so we cannot ensure their construction. Some manufacturers over-dye their garments. Over-dyeing is the process of re-dyeing a garment after its initial manufacturing period. This is done for any number of reasons, including color correction, running out of colors that didn't sell, etc. Due to this factor, Uncommon Threads cannot 100% guarantee exact color consistency on the coloring with discharge printing or discharge based services.

MANUFACTURER OUT OF STOCK

Due to the wide variety of brands, styles, colors, and sizes, Uncommon Threads does not stock blank garments regularly. From time to time manufacturers may be out of stock on ordered items. Uncommon Threads will not be held liable for delays due to manufacturer out of stocks or discontinued items. In the event this happens the customer will be notified and be provided with options.

OVER AND UNDER RUN

Everyone makes mistakes and we are no exception. If you require exact numbers to ship we suggest ordering extras. Upon order completion your invoice will be adjusted to reflect the final number of garments and if necessary you will be billed based on final quantities. Again, we strongly suggest that if you need exact numbers order extras.

UNDER RUNS AND SPOILAGE

Due to the nature of this business, Uncommon Threads will not be responsible for the under-runs or spoilage of up to 3% on jobs of 100 shirts per design, and up to 10% on jobs of less than 100 pieces. (Spoilage must be more than 10 shirts per design for a reprint.) Please keep this in mind when ordering it is never a bad idea to order extras. We always do our best to get you what you ordered. We will refund you the cost of any items shorted from your order but will not process a reprint for less than 10% of your order (or 10 shirts minimum).

Uncommon Threads will not, at any time, be responsible for any lost profit on items shirted from your order.

SHIPPING

Uncommon Threads cannot be responsible for any shipping delays caused by the shipping company. To give examples, UPS cannot deliver your package on time due to inclement weather, and also if UPS delivers your package to the wrong address and you do not receive your products on time. All orders must be picked up in shop unless previous arrangements have been made. All shipping costs must be covered by the customer.

ORDER BREAKUP

Once an order is completed it must be received as a complete order by one person. We cannot assume responsibility for various individuals to pick up their individual shirt and make sure the order is fulfilled on time and the correct number of garments.

MINIMUM

Uncommon Threads offers many different mediums for apparel decoration and minimums will vary.

Screen Printing:

- 1 Color Ink - 12 piece minimum
- 2 Color Ink - 24 piece minimum
- 3 Color Ink - 36 piece minimum

Direct to garment printing has no required minimum. There is a limit to 50 pieces for this process.

Embroidery has no minimum but keep in mind that there may be a digitizing fee associated with the order that can begin at \$35 per design.

ART REQUIREMENTS

For all client supplied art, files must be 300 dpi or in a vector file format. The design should be sized to the size you would like it to be printed. Text must be converted to an outline form. Printing can only be as good as the artwork. Uncommon Threads will not be held liable for poor printing due to poor artwork. Uncommon Threads will not be held responsible for any misspellings, errors, or issues in your art file. We do our best to catch these errors and point them out to you, but we may not catch them all. If it is in your art file and on your approval form, that is how we will print it. Halftones are printed at 45 lpi - 65 lpi. All artwork must be set up either in CMYK, Simulated 4 Color Process, or by using a maximum of 5 spot colors.

ART APPROVAL

For each order, Uncommon Threads will provide a production proof showing a digital representation of the finished product. The customer must verify that all information included on the production proof is correct before production can begin. If an error is found after your order has been approved and printed, Uncommon Threads will not be held liable for the cost associated with reprinting the order. We assume no liability for errors in designs approved by the customer. Any delay in the approval process will result in production delays.

COLOR MATCHING

For exact color matches please request Pantone matched colors. Pantone color matches are available at an additional cost depending on type of ink and quantity required to print your order. For digital printing, Uncommon Threads is able to come close to the color you need but does not guarantee pantone matching as it is in a different type of ink. If a Pantone color is not specified for the artwork, we will use the closest Pantone color to the one displayed in the artwork.

PRINT LOCATION AND SIZE

It is the responsibility of the customer to give as much detail to the size and placement of the print. If you request a print that is 2" down from the collar we will use that as a guide and do our best to make sure that all shirts hit that target, but not all shirts will hit exactly at 2". They may be off by as much as an inch in either direction. This will not be considered a misprint and Uncommon Threads will not reprint or refund these shirts.

MAX IMPRINT SIZES

Please note that not all shirts are sewn exactly the same. Uncommon Threads would be happy to give our professional opinion on the different garment types, and how they may fit the client's personal needs, but again, it is only an opinion and should not be constructed as a final decision for the client, that is your job. Uncommon Threads suggests the following imprint size for general purposes.

- Full Front Print - 11" wide by proportional height
- Full Back Print - 11" wide by proportional height
- Left Chest Print - 3.5" wide by proportional height
- Sleeve Print - 3.5" wide by 12" maximum height

Uncommon Threads will not guarantee prints that are over seams or zippers.

SCREENS

Uncommon Threads does not charge for screen rental. The fee is for the preparation and use of the screen to print the job. This is not sale of the screen to the client for personal use after the order is printed. Please note that by default, like the rest of the industry we will use the same set of screens per design ordered; that is, the graphic will print the exact same size, no matter the size of the item we are printing on. If you would like to have different screen sizes made for different item sizes, please let us know ahead of time. Each set of screens will be considered a different color, with pricing and minimums charged accordingly.