



I WANT TO ORDER SOME SHIRTS! HOW DO I GET MY ORDER STARTED?

*I treat every single order the same to ensure consistency in both quoting estimation and the quality of work. Digital Ink Arts is working hard to get the order process down to a simple science to ensure a consistent process. Here is a run-down of how the shop works and the standards I hold to in order to provide customers with the best quality screen printing, signs and vinyl graphics. This is what I like to call **"The Fine Print"**.*

QUOTES: PRICING DIGITAL INK ARTS WAY

Quotes are always free and not binding. To get your own custom quote it is as simple as asking. Several variables go into pricing out a custom order so it is important to have all the information as clear as possible. A form will be supplied.

SCREEN PRINTING: *I price T-shirts and screen printing based on three things: quantity of shirts, style of shirts and quantity of ink colors. The more shirts you order, the cheaper they become. If you aren't sure what style of T-shirt you'd like to print, I can order you a sample in the size, color and style of your choice. You can then come in to the shop and take a look at the garment in person before making your final style decision. Keep in mind that your quote may change due to final art, shirt style and quantity. Digital Ink does use a standard shirt brand for most orders. So unless you need something other than this please ask.*

EMBROIDERY: *Digital Ink Arts does not embroider but I can be your middle man. These prices can vary and by no means reflect on myself or my shop and standards. I will do the leg work for you if you are unable to do it yourself. I will charge a \$25 fee for my time and any artwork I need to do for you at an hourly rate of \$20/hr.*

SIGNS: *There are many variations that go into creating a sign. To make this easy it is best to create an appointment. We will go over every aspect of your sign and the materials to be used. Once this is completed I can give you a price.*



DEPOSITS: TWO WAYS TO GET YOUR ORDER ROLLING

In order for me to begin working on your screen printing or embroidery orders, Digital Ink Arts requires a deposit to ensure that the order is legitimate. Just to be clear, I cannot begin working on your art until I have a deposit. I accept various different types of deposit payments.

- 1. If you already know how many shirts you will need printed, as well as the sizes, styles and colors, I require a half-down deposit upon placing your T-shirt order. If you require a mock up of your order there is no additional fee unless artwork or logos are needed to be created.*
- 2. Cash. Credit Card/ Pay Pal or Check. (must clear)*

TURNAROUND TIME: HELP ME HELP YOU

The turnaround time for your Digital Ink Arts order begins the moment I have received three things:

- Your style of shirt, as well as total quantity of shirts and sizes*
- Artwork that you have provided, or details about your desired artwork that I can go off from to design something for you.*
- Your half-down deposit or art deposit for shirts, signs or vinyl graphics*

Once I have all of that, I hit the ground running. Digital Ink Arts prides itself on getting orders taken, approved and completed on time. If you have a firm deadline by which your shirts must be printed, please let me know when you are placing your order so that I can make it happen.

I completely understand that sometimes things come up, and all of a sudden you need 100 shirts printed in three days. I do my best to accommodate your

request, but a rush fee of up to \$50 may be applied to your order. Please understand that other jobs need to be pushed aside to make this happen.

Any occurrences outside of Digital Ink Arts control that may delay production or pickup (inclement weather, supplier shipping errors, zombie apocalypses, etc.) are not factored into our approximate turnaround time, and orders may take longer to complete if/when these events happen. Once the order is completed, Paid and delivered Digital Ink Arts will hold your screen for 3 days. If anything else is needed after that 3 day window another \$25 set up fee will be applied.

Digital Ink Arts turnaround time is 7-10 days; however, due to the complexity and size of some orders, this approximation cannot be guaranteed. Item additions or distinct modifications to artwork can/will cause delays in production.



ARTWORK APPROVAL: LET'S GET THIS SHOW ON THE ROAD

*Every order placed is approved via a digital mock-up. You will receive a proof via email at least 24 hours prior to your designated due date. The customer must check artwork for any spelling, color, placement and accuracy errors. It is very important to look over every little detail on your shirt's proof, as this is how your shirts will look once I pull them off the press or embroidery machine. I do my best to catch and notify you of any mistakes or inaccuracies that we notice before printing, but ultimately it's up to you to tell me what you want and what you don't want on your shirts. Once you are 100% happy with how your shirt is going to look, simply reply with **"APPROVED"** in the subject line of your email. Digital Ink Arts will not be held responsible for a customer's dissatisfaction with any shirts that have already been printed after the customer has submitted their approval. Any last-minute changes regarding artwork that has already been approved prior to printing may result in delayed production of an order.*

POST-PRINTING/EMBROIDERY OR OTHER WORK: WHAT NOW?

Your order is ready for pickup! I appreciate that you chose to use Digital Ink Arts for your custom apparel, Signs and Vinyl Graphics needs. I love seeing my valued customers sporting their Custom wares, so send a photo of your gang wearing your brand new screen-printed shirts and I'll throw it up on my Face book page! In terms of post-printing care, all clothing is subject to normal shrinkage. Items are also subject to fade with time. To preserve color vibrancy, wash clothing inside out in cold water with similar colors.

- **REORDERS: WE WANT MORE!**

For reorders, Digital Ink Arts guarantees the same shirt pricing as your initial order as long as the reorder calls for the same brand and quantity of shirts. Reorders must be in quantity of 12 or more.

- **RETURNS: SOMETIMES, THINGS HAPPEN**

Although I do my best to inspect and ensure the quality of every garment I receive from suppliers prior to printing, manufacturer mistakes do occur, and sometimes a shirt with a hole will make its way out the front door. All damaged apparel is eligible for return within 10 days of pick-up, no questions asked. Items must not be washed or worn. Please note that I do not accept returns based on dissatisfaction with size, style or garment color.

Returns cannot be made due to customer dissatisfaction concerning an approved print or embroidery design. This is why I ask that you thoroughly examine your proof before giving me the go ahead. No monetary refunds will be given. All sales are final on any discounted wares.

DIGITAL INK ARTS
CUSTOM DESIGNS, ALL THE TIME!

