

Screen Printing – Terms and Conditions

By entering into a business agreement with Flippin Sweet you (the buyer) agree to comply with and be bound by the following terms and conditions of sale. From here on 'you' refers to the customer / buyer and 'us'/'we'/'our' refers to Flippin Sweet registered at Unit 1, Bridlington Business Center, Enterprise Way, Bessingby Industrial Estate, East Yorkshire, Yo16 4sf.

Order Turnaround

The typical turnaround time is 7 – 14 business days. Please note this does not include weekends or national holidays. This time commences once artwork has been received in a ready-to-go format, all info pertaining to delivery and order specifications have been received and the order has been paid in full. Any delays in sending this information or problems with the artwork will likely result in an increased lead time on the order. Orders with a higher level of complexity or general nuisance (To wit; orders requiring complex art, multiple colours, mixed garment types, ink colour changeovers, multiple designs or garments such as hoodies and sweatshirts which are trickier to handle) may also result in extended delivery time. We will always provide notice of extended lead time during the order process.

Order Minimums

Order minimums are 10 prints for single colour and 20 prints for multiple colours or prints with finishing extras such as neck tag prints, or multiple print locations.

Order Revisions

Orders may not be altered once order specifications and payment has been received. On rare occasions, extra garments/prints may be added to the order. We will in this case provide an extra invoice which will require payment in full within 1 working day.

Payment

Payment must be received up front and in full before commencement of the order. Turnaround times commence upon the next working day of receiving payment in full.

Communication

It is the responsibility of the customer to ensure that all information relating to an order is sent to Flippin Sweet in a fixed, readable format such as email. Orders can be discussed verbally via telephone but any specific information must be sent via email in order for a permanent record to be retained. Please ensure emails are sent with a common subject header in order to avoid potential confusion caused by multiple separate emails. Verbal alterations are not binding.

Art Guidelines

Art must be provided at 300 DPI or in Vector format. Acceptable formats are .png, .jpg, .psd, .tiff, .ai or .pdf. Art should be scaled to the desired print size and checked prior to sending for any errors of spelling or composition as Flippin Sweet will take no responsibility for any unidentified errors once the print process has begun. You may request a mockup of the print prior to commencement of the order. Artwork that requires significant editing will result in extended order turnaround.

Garment Colour

Flippin Sweet can source a large number of garments from many different manufacturers. These manufacturers will utilise different colour swatch naming schemes and therefore in order to correctly fulfil an order it is imperative that the customer make correct reference to the colours used by the manufacturer of choice. Also note that identically-named colours will vary in actual shade between manufacturers.

Manufacturer Out of Stocks

Flippin Sweet will ensure that garments are available to purchase at the time of an initial inquiry, this can be subject to change prior to order commencement. Flippin Sweet will not be held liable for delays due to manufacture out of stocks or discontinued items. In these cases the customer will be notified immediately and provided with other options.

Manufacturer Defects

Flippin Sweet will not be held responsible for any defects in garment manufacturing related to size, colour or construction.

Customer-provided Garment

In the case of customer provided materials, t-shirts, etc.. Flippin Sweet accept no liability for any of the materials lost in the print process, and a customer supplies their own media at their own risk. Garments provided must be in factory fresh condition, and not worn or washed.

Colour Matching

All colours in a design will be matched to the closest in house stock ink colour. For exact colour matches please request Pantone Matched colours.

Print Location & Print Size

It is the customer's responsibility to provide details in regard to print placement and size. If no details are provided Flippin Sweet will print in standard locations. Please keep in mind the scale of the print will vary on different sized garments and all items of an order will be printed with the same set of screens, unless a resize is ordered.

Print Placement Variance

Although all efforts are made to ensure garments are printed centred & straight, garments may have variances in construction and are loaded by hand and will therefore be subject to minor changes in print placement by up to 1cm.

Order Cancellation

In the event that an order is cancelled by a customer the refund will be based on the status of the order. Depending order status the customer may have to pay a restocking fee or for the garments themselves. If the order is completed no refund will be issued.

Shipping

Flippin Sweet cannot be responsible for any shipping delays caused by the shipping company. Please note that once a shipment has been collected by the shipping company it is effectively out of our

hands and cannot be intercepted or re-routed. Flippin Sweet do not accept liability for goods damaged in transit, and recommend that the customer request transit insurance.

Returns

Flippin Sweet will go to any lengths to ensure that your order is printed correctly, however due to the manual nature of screen printing, and the natural tendency for unforeseen problems to occur, mistakes can happen. As all goods are bespoke items Flippin Sweet do not offer refunds except in cases where a drastic error has been made such as incorrect art, art placement or wrong garment colour. If you feel your order is defective then Flippin Sweet will do everything possible to rectify the issue in a timely fashion.