



Must Read

Terms & Conditions

801 Custom Threads LLC, reserves the right to change its Terms & Conditions at any time without notice.

DEPOSIT AND PAYMENT

801 Custom Threads requires a 50% down-payment in order to move forward. Payment in full is expected at time of invoice. We accept cash and checks at this time. If a completed order is not paid for within 10 business days an additional financing charge will apply.

MINIMUMS

We have no minimum order size. Please understand there are costs built into each order. The bigger the order the more they're distributed, the smaller the order the more expensive it will be. Additional charges may apply for smaller orders.

TURNAROUND TIME

Our Standard production is within 10-15 business days, upon receipt of art, merchandise, down-payment and final approval. The design team at 801 Custom Threads will work with you to finalize your design. Orders/ art mockups must be approved with a signature or via email. If you have a specific deadline that you need to have met, please notify us when placing your order. Rush fees may apply for orders needed sooner than our typical turnaround.

Turn time on larger orders (500 pieces or more) may require longer time to produce. Please inquire about our current turn time on larger orders.

801 Custom Threads, LLC will not be held responsible for missing deadlines due to weather conditions, power supply interruptions, vendor shortages and errors, shipping errors, or any acts of God. If we expect or foresee any problems in advanced, we will be sure to notify you and work with you to rectify them.

DEADLINES

All orders with a specific deadline must receive written confirmation from 801 Custom Threads, LLC. Requesting a deadline does not make it effective, as scheduling often needs to be confirmed with production.

RUSH ORDERS

We understand that there are occasions when orders are needed sooner than 14 business days and we strive to fulfill those orders. Rush orders require payment in full to begin printing, as well as payment of a rush fee and/or other additional charges. We cannot guarantee that we will accommodate all rush orders.

OUT OF STOCKS

It is unfortunate, but sometimes our vendors will run out of particular styles or colors. If this happens we can offer a variety of possible substitute products from other vendors, or you can choose to wait until the items are back in stock. If you choose to wait for the inventory to be replenished then we cannot guarantee the turnaround time or that the items will be back in stock

when the vendor says they will. If you choose a substitute garment then we *should* be able to stick to our typical turnaround time unless those garments are out-of-stock as well.

ESTIMATES/PRICING

Estimates expire in 30 days. Estimates are subject to change upon review of submitted artwork. Prices may be revised at the time of invoice based on actual prints. This term is subject to seeing final artwork to confirm any quotes.

Additional Pricing Info

Our prices include:

- Final inspection of the printed garment
- Folding
- Set-up charge (pre-treating the garment)
- Price of garment
- Same day printing

Sometimes we are able to offer Same Day Printing (25% increase will apply).

*Quotes are based on artwork; therefore final artwork is needed to quote and estimate price.

Jobs over 100 prints could take 2-3 days longer for production and prep time

Pantone color matching is unfortunately not available with DTG printing Dark Garments are considered anything that needs a white ink base to be laid down prior to printing.

ART AND PREPARATORY MATERIALS

Final print ready art files must be uploaded according to the specifications on our website. Print ready artwork will not incur any additional fees.

If further artwork is necessary, art time will be billed at the current rate. Artwork must be submitted with a corresponding purchase order.

Art files should be named in correlation with the job name and PO. 801 Custom Threads, LLC will print art files as they are received, we will assume that all images have been sized for final print dimensions.

We will provide one mock up on our own template in PDF format free of charge for every order. Additional mock-ups on our template are available upon request and will be billed at the current rate.

Approval of mock ups on our template are required regardless of how detailed client provided mock ups may be, including reorders, and must be approved by e-mail or in person. 801 Custom Threads, LLC will not be held responsible for any misspellings, grammatical errors, or any other design flaw with your submitted artwork and/or after you have approved a proof.

COPYRIGHT POLICY

All orders and artwork you post, submit, or upload: images, artwork, pictures, data, text, mockups, photographs, files, graphics, or other materials ("content") etc. onto our website, or via email you are warranting and representing that:

By using our contract printing service you own ALL copyright content; and if you are not the owner that you have permission to use the content, and you have the rights to display, reproduce and sell the content as 801 Custom Threads, LLC is NOT liable in any way for these products You are also

licensing 801 Custom Threads, LLC to use, print, sub-license, photograph, and publish the content in accordance of this agreement.

You are assuming all responsibility for your Content and do not and will not infringe upon the intellectual property rights or other rights of any person, group, or entity, including copyright, upstanding rights, trademark(s), patent(s), or privacy.

801 Custom Threads, LLC will not be held liable for any past, present, and future printed items concerning your artwork and or products. 801 Custom Threads, LLC's customers are liable for all issues that may arise.

These penalties for copyright infringement which may be incurred include any actual damages, defendants' profits if any, statutory damages, court costs, attorney's fees, but are not limited to, are the sole responsibility of the customer purchasing the contract printing services.

801 Custom Threads, LLC reserves the right to review, and if necessary cancel any order at our sole discretion.

GARMENT SELECTION AND SUBJECTIVITY

For custom orders we purchase and supply the garments. We expect our customers to do the research on garments before placing an order with us. If garment selection is sensitive, we strongly encourage ordering samples of the garments before placing an order. When the final order is received, we cannot guarantee that the customer will like the garments they chose. We do guarantee print quality at all times.

MANUFACTURER DEFECTS

801 Custom Threads, LLC is not responsible for mistakes or defects on behalf of the manufacturer or distributor: mislabeled sizes, inconsistent coloring, dye lots, manufacturer garment defects, etc. It is highly recommended to order more garments than needed for each size. All additional garments will be included in the print run and we will bill for what is printed.

PROOFS AND SAMPLES

You may request a pre-production sample. Pre-production samples cost \$50 per color printed, per location and are subject to standard turn time. We can send blank samples of any garment, along with previously printed samples, for far less than a printed sample.

Essentially, the quality of our work speaks for itself, and how we will gladly send examples of our print work. Additionally our mockups are very meticulous and we are well educated with how our inks work with most garments. Why waste time and money with a printed sample when we can deliver the quality you want straight out the gate?

We do not offer in house press checks.

Direct to Garment Printing (DTG)

IMAGE SIZES

All shirt sizes in an order will be printed with the same image size unless otherwise requested. Different image sizes being printed on different shirt sizes will be treated as a new order and priced as such. An image size printed within 1 inch of any seam is subject to distortion, print imperfections, and/or other small inconsistencies. These are all considered acceptable goods. We will not assume responsibility for print imperfections due to printing too closely to seams.

SEAMS, COLLARS, & ZIPPERS

We do our very best to produce the best looking prints any time we print on a garment. However, printing on or over any seams, collars, pockets, zippers or otherwise is subject to distortion, print imperfections, and/or other small inconsistencies. These are all considered acceptable goods and will not be considered misprints.

WASHDOWN

Since water based and discharge inks actually dye fabric and are not plastic inks sitting on top of the shirt, we will not be responsible for fading or weathering of goods. Once a print leaves our facility, we are not in control of the elements a print will endure, such as wash temperature, abrasiveness, soaps and chemicals, etc. and therefore cannot guarantee the wash down and weathering of the product.

We print with the highest quality products and equipment available for water based and discharge ink and have scores of ecstatic clients because of such. We take great pride in the quality of our work. That being said, very small amounts of washdown on ink colors should be expected with each additional wash since fabric will fade with additional washing.

CARE INSTRUCTIONS

In order to ensure image longevity and vibrancy, we recommend machine wash cold, tumble dry low for all water based and discharge ink prints. All goods should be washed before wearing, especially all over prints.

Prior to a first wash, it is completely normal to feel a slight "hand" with discharge ink on the shirt. Once the shirt has been washed, this feeling generally goes away and the hand is very soft and smooth.

IMAGE PLACEMENT

We will do everything we can to ensure images are printed in a consistent location on all garments within a run. However, small variations should be expected. For example, if a request is made for an image to be printed 2" below the bottom of a collar, a 3/4" standard deviation in either direction will be considered acceptable. If a request is made for images to be printed near the tag area on the back of the shirt and directly over the tag, it could have small ink coverage inconsistencies and will be considered acceptable.

INK COLOR - REORDER

Due to the nature of water based and discharge ink and different fabric lots, we cannot guarantee exact ink color matches on reorders. We will make every effort to match the original color as best as possible. If you know a reorder will be likely, please let us know and we'll try to keep ink on hand if at all possible.

INK COLOR & PANTONE MATCHING

Due to the nature of water based and discharge inks, we cannot guarantee requested Pantone colors. Our standard ink color list has approximate Pantone values listed with most colors. This value may or may not be used in the mockup provided. We cannot guarantee ink colors based on visual mockups alone. We recommend checking the colors given against a Pantone book. Monitors can vary significantly from one computer to the next. Please check a Pantone book for color accuracy. Pantone books can be purchased from Amazon.com.

CHECKING YOUR ORDER

Please check your order and notify us of any problems within 72 hours of pickup. We will not be responsible for error orders after 72 hours.

SOCIAL SHARING

We enjoy showing off your product and our craft to the world. It's a great way to showcase our skills and send some of our followers and fans your way as well. We do this by taking photos and posting them online via social platforms, such as, but not limited to, Instagram, Facebook, Twitter, and Google+. Please be sure to notify 801 Custom Threads, LLC when placing your order if you are not comfortable with us photographing and sharing your shirt socially. If you do not notify us, we will assume that we have your full permission to post photos of your shirt(s) online.

GUARANTEE

We fully stand behind our work. If for any reason we make a mistake printing your order and it is not what was agreed upon and falls outside of these Print Policies & Guidelines, we will gladly reprint your order within 10 business days. We do not offer refunds.

FINANCE CHARGERS

Any orders that are late on payment by 10 days or more will incur interest of 1.5% per month dating back to the invoice date. A \$50 late fee will also be added to the invoice.

CANCELLATION POLICY

Orders that are cancelled prior to printing will be subject to a Cancellation Fee based on the total order value. Cancellations will not be accepted once shirts have been printed. Cancellation fees are as follows:

Within 4 days of placing your order: 15% Cancellation Fee

After 4 days but at least 5 days before the est. completion date: 75% Cancellation Fee

Within 5 days of the est. completion date: 100% Cancellation Fee

Returned Checks

There is a \$30 charge for returned checks. The subsequent payment must be made with cash or a cashier's check.

HOLIDAYS

801 Custom Threads, LLC will observe the following holidays for the year 2016 & 2017. These days will not count as production days towards turnaround times.

January 1, 2016: New Year's Day

May 30, 2016: Memorial Day

July 4, 2016: Independence Day

September 5, 2016: Labor Day

November 24, 2016: Thanksgiving Day

December 24, 2016: Christmas Eve

December 25, 2016: Christmas Day

December 26, 2016: Christmas Day Observed

January 1, 2017: New Year's Day

January 2, 2017: New Year's Day Observed

Graphic Design Services

GRAPHIC DESIGN SERVICES

801 Custom Threads, LLC offers graphic design services starting at \$35/hour, with a one-hour minimum.

Before beginning any graphic design work, the client and our designer will clearly lay out exactly what work is to be done, and how the end product will look. Please note that there is a great deal of “behind the scenes” graphic design work that is time consuming but may not be evident until the final product is printed, such as color separations and redrawing certain elements to make them print ready at high resolutions, and these are considered when the designer gives an estimate for how long a project will take.

Once the client has approved the estimate for the graphic design work, and terms agreed upon, the designer will begin working. The graphic design department can only do the work that you ask for, so please be explicit about the end product you have in mind, and when presented with works in progress, please state clearly what you like, and what needs to be changed (and how). With each project, the client will be allowed two revisions (minor quick fixes, such as “move this text slightly” may not count towards these, at the designer’s discretion).

We have a limited amount of time to spend on creating customer art since we need to focus on printing. In some instance we may have to reject requests for graphic design work when our workload does not permit.

EMBROIDERY

DIGITIZING

Digitizing is the process of converting artwork into a digital code that can be read by today’s advanced embroidery machines. The digital image file of your logo or emblem that you send us is a starting point, but the “digitized” logo that we create will be in a format that only digital embroidery machines can use. This digital code provides the instructions to the embroidery machine’s operating system which, in turn, tells the embroidery machine’s frame how to implement the custom logo embroidery. Digitizing is both a technical and a creative process. It’s much more than most people might imagine. A lot of people think their emblem design will just be ‘scanned’. While the digitizer may begin with a scan or a graphic file, he or she has to tell the embroidery machine where to put each stitch, and what order to sew your design – including where to stop, trim the threads, and switch to a different color. Digitizing is not an on/off switch. There are widely varying levels of proficiency and artistry out there. Poor digitization WILL result in a poor-looking emblem design. Saving a few dollars on a one-time digitizing fee and ending up with a poor-looking logo is no bargain. Nothing is more important to the appearance of your logo than the digitizing. Some embroiderers tout their “free” digitizing. If you really look at their prices, the digitizing is simply built into the selling price of the item. That means on future orders, you’ll be paying for the “free” digitizing with every order, instead of just once with us. If they say they have “FREE” embroidery, try sending them a shirt and see if it’s really free (or once again built into their prices).

Digitizing Fee – The digitizing fee is dependent on the amount of stitches or size of the logo desired. Prices start at \$25. We will be able to provide you with an estimate of the digitizing cost.

Customer should supply artwork via email in the form of a vector image, PDF, EPS, AI, BMP, PSD or JPG. Please provide the art at a minimum of 300 DPI. If artwork supplied requires typesetting, changes, touch ups, or does not meet 801 Custom Threads, LLC specifications, we reserve the right to modify the artwork and charge accordingly.

If your artwork files are extremely large, they can be sent using weTransfer (Free file transfer program where you can share files up to 2GB) - wetransfer.com
Edits to current designs begin at \$25.00.

All artwork/DST's are kept on file at 801 Custom Threads for 2 years.

Questions

If you have any questions regarding our Print Policies & Guidelines, our Terms & Conditions, or anything else, please call or contact us before placing your order. Our goal, at 801 Custom Threads, LLC is to be sure that our working relationship is professional and enjoyable for all parties involved. Thanks again for working with us, let's have some fun!

LIABILITY

Under no circumstance, including negligence, shall 801 Custom Threads, LLC and its officers, agents or anyone else be liable for any direct, indirect, incidental, special or consequential damages that result from the use of or inability to use our service; or that results from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission or any failure of performance, whether or not limited to acts of God, communication failure, theft, destruction or unauthorized access to 801 Custom Threads, LLC records, programs, products, and or services. The customer hereby acknowledges that this paragraph shall apply to all contents, and services of all products.

INDEMNIFICATION

All customers agree that it shall defend, indemnify, save, and hold 801 Custom Threads, LLC harmless from any demands, liabilities, losses, costs and claims, including reasonable attorney's fees, asserted against the Company, its agents, its Clients, servants, officers and employees, that may arise or result from and Services provided, performed, agreed to be performed, or any product sold by the client, its agents, employees or assign. Customers agree to defend, indemnify and hold harmless 801 Custom Threads, LLC against liabilities arising out of any (i) injury to person or property caused by any products sold or otherwise distributed in connection with our services' (ii) any material supplied by the Client infringing or allegedly infringing on the proprietary rights of a third party; (iii) copyright infringement and (iv) any defective product or service(s) which customers have purchased or received from 801 Custom Threads, LLC.

ARBITRATION AND WAIVER OF JURY TRIAL

By using any 801 Custom Threads, LLC Services or products, you agree to submit to binding arbitration. The Federal Arbitration Act, and not any state arbitration law, governs all arbitration under this Arbitration Clause. Each party agrees that any action arising out of or in connection with this Agreement shall be handled by an arbitrator of 801 custom Threads, LLC choice. The arbitrator's award is final and binding on all parties. You, the client, are also responsible for any and all costs related to such arbitration. The language of this agreement shall be deemed to be the result of negotiation among the parties and their respective counsel and shall not be construed strictly for or against any party. Each party agrees that, whenever a party is requested to execute one or more documents evidencing such consent, it shall do so immediately.