



SCREENPRINTING EMBROIDERY
PROMOTIONAL PRODUCTS

Your Brand. Our Solutions.

VISIT US AT **WeLogolt.com** FOR ALL YOUR PROMO NEEDS



TERMS AND PROCEDURES

RiverCity Payment Terms

- New clients require 50% payment upfront with the remaining balance due at pickup or delivery
- Credit Application and Financial Statements must be provided for Net 15 or Net 30 Terms
- All returned checks will be subject to a \$30.00 service charge

PLEASE NOTE: We cannot accept multiple personal checks from individuals in your organization. If paying by check, please remit payment in the form of ONE check, preferably from the organization

Minimum Order Quantities

Screenprint: 12 Pieces Per Design Embroidery: 12 Pieces Per Design Promo Items: Varies by Product
Digital Printing: 6 Pieces Per Design Contract Printing: 72 Pieces Per Design

- Orders requesting fewer than minimums will be considered and priced accordingly

Turn Around Times

Screenprint: 7-10 Business Days Embroidery: 7-10 Business Days

Promo Items: 10-14 Business Days (May Vary) + Shipping Transit Time

Digital: 7-10 Business Days

*Turn time on larger orders (1500 pieces or more than 5 designs) may require longer time to produce.
Please inquire about our current turn time on larger orders.*

Rush Orders

Any Screenprint, Embroidery and Digital Job under 7-10 business days will be considered a Rush Job. Please speak to your Account Executive about any Rush Charges.

Promo Product Rush Charges will be quoted on a per job basis. This may include rush shipping charges.

Drop Dead Dates

We at RiverCity Screenprinting & Embroidery are aware that many orders placed are time sensitive or event driven. It is our goal to have every order in our clients' hands as soon as possible. Every effort is made to ensure that orders are complete by the due date

However, we cannot commit to a drop-dead date until we've received order confirmation from the client. It is the client's responsibility to confirm their garment selection, quantities and sizes, art approval and payment of deposit. We also need to know the desired completion date upon confirmation, at which time we will apply the drop-dead-date to the order. Due to a consistent fluctuation in workflow, we cannot guarantee a place on the schedule without having received complete information and a confirmed order.



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Dye Lots

Due to market conditions and manufacturer garment mill variances beyond our control, RiverCity can not guarantee consistency of dye colors throughout an individual order or from one order to the next.

Mistakes and Misprints

In this industry, misprints happen. Occasionally, garments may arrive defective or problems with the screen may arise. There are many things that could go wrong, but it is RiverCity Screenprinting and Embroidery's goal to keep misprints and defects to a minimum. If any garments are misprinted, our clients will NOT be charged for them. Since misprints can happen, we encourage our clients to order extra garments if exact quantities are required due to preorders or team member requests.

Overruns and Underruns

Overruns or underruns not to exceed the industry standard of 5% on quantities ordered shall constitute acceptable delivery. RiverCity Screenprinting & Embroidery will bill for actual quantity printed. For example, if 100 shirts are ordered, it is possible that the final invoice quantity after production could reflect a total of between 95 and 105. This also applies to orders for promotional products.

Art Services

Art services are charged at \$50/per hour. This includes design creation and color separation time. If you have a design idea you'd like to produce, let us know and we can provide an estimate.

Additional Charges (Prices Subject To Change)

- | | |
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| • Screenprint Initial Screen Charge \$20 per color | • Embroidery Initial Tape Charge quoted per job |
| • Re-Order Screen Charge \$15 per color | • Embroidery Initial Setup Charge \$20 |
| • Screenprint Initial Setup Charge \$20 per color | • Embroidery Re-Order Setup Charge \$20 |
| • Re-Order Setup Charge \$15 per color | • Puff Embroidery- \$1 per garment upcharge |
| • PMS Ink Color Match \$30 per color | • Embroidery Individual Names \$15 |
| • Ink Color Change \$10 per color | • Create UPC Per Sku \$10 |
| • Waterbase Ink \$1 per color, per garment upcharge | • Fold, Clear Bag with Size Sticker 40¢ per garment |
| • Discharge Ink \$1 per color, per garment upcharge | • Apply Customer Supplied Hangtags 15¢ per garment |
| • Press Check \$50 per job | • Apply UPC To Hangtags 35¢ per garment |

Shipping and Delivery

Shipping and Courier Charges will be quoted on a per job basis.



ARTWORK REQUIREMENTS

If you do choose to provide artwork for your project, using the info below will help your job go smoother and more accurately. However, if your artwork is not a print-quality file, our in-house art department can recreate artwork for you. For example, if the only logo you have is from your website, we can re-create it in a high-quality format suitable for print output. Please send us what you have, as it can serve as a starting point for us to use.

Submitting Artwork

- Upload files no larger than 32MB using our form at <https://welogoit.com/request-a-quote>
- USB Thumb Drive
- Email files no larger than 10MB to your sales representative

Primary Software

- Adobe Illustrator
- Adobe Photoshop

File Formats

- Vector Images: Illustrator AI, Vector EPS, Vector PDF (remember to convert all text to outlines/paths)
- Raster Images: Photoshop PSD, BMP, TIF, JPG, PDF (art at 100% print size, at least 200 dpi)

Things To Note

- Your artwork should be in vector format whenever possible. Convert all text/type to outlines.
- Most JPGs and GIFs are not acceptable for printing because they are usually not at print size, and are at low resolution at 72 dpi. However, if your art is created from scratch at 100% print size with 200 dpi and above, your JPG may be useable.
- JPGs or GIFs placed inside Illustrator or CorelDraw are not acceptable for printing.
- Photoshop Files are only acceptable under certain circumstances: Files should be created at 200 dpi to 300 dpi. Artwork must be created at final imprint size (i.e. 11" wide x 11" tall). Please keep all layers intact (don't flatten layers) whenever possible.
- Do not create your artwork at 72 dpi.
- Do not resample artwork from 72 dpi to 300 dpi. The computer has to 'guess' where the additional 'dots' go, and most of the time magnifies the 'blurriness' of the artwork. Plus, it makes your filesize needlessly larger!
- Do not create your artwork at 3" wide if the final size is 10" wide.
- Do create your artwork at the final size of the output.