

By requesting a quote or placing an order with Madcap Printing, you agree to the following terms and conditions.

Quote: Any quote not approved within 10 days of initial approval request is subject to review.

Payment: We require 50% deposit to be paid to Madcap Printing before beginning an order unless otherwise discussed in writing. Payments can be made via credit card, check, bank transfer, or cash. A \$50 charge will be issued for returned checks. Prices are subject to change without notice. Payments made via credit card are subject to a processing fee that could change without notice.

Interest on Open Balances: An interest charge will be evaluated each month that the open balance on any invoice is greater than \$0. Finance charges are computed on the basis of 10% of the open balance or \$50, whichever is greater per month. Interest accrues beginning thirty calendar days from the ship date or pick-up date.

Order Cancellation: The cancellation of any order is subject to any fees that are required for Madcap Printing to be reimbursed any costs or time that were involved with that specific order.

Artwork: Artwork must meet requirements before production begins. Any issues with artwork are subject to fees in order to get the artwork ready for the decoration process. We are not responsible for poor prints that are a result of poor artwork. What is on your mockup is what we intend to produce, so please review your mockups carefully. By approving your invoice, you are approving your mockup and accepting any possible errors.

Graphic Design: Madcap Printing reserves the right to sample artwork from royalty free and trademark free image stock services

Impression Color Variance: Colors that appear on a proof or mockup may vary from the final printed product due to difference in color modes between pixels on a monitor and the impression on the garment. If color variance will be an issue, it is required that the customer requests specific Pantone colors,

which may result in additional costs. Garment color and look may also vary from proof or mockup to the final product.

Trademarks & Licensing: The customer assumes full responsibility for the use of any trademarked or licensed images.

Customer Supplied Goods: Any goods provided by the customer, including but not limited to: garments, ink, packing materials, etc. that are supplied to Madcap Printing to be decorated and/or handled are done so at the risk of the customer. We are not responsible for any misprints or defects that are associated with customer supplied goods, and we will not replace or reimburse any customer supplied goods or any associated costs for any reason unless otherwise agreed to in writing between the customer and Madcap Printing.

Misprints/ Decoration Defects: Decorating apparel is a very hands on process with margin for error and variance. We will not replace any garments with slight variances or defects, nor will we reimburse any costs associated with the misprints or defects unless otherwise agreed to in writing between the customer and Madcap Printing. The customer must allow for a 5% overage/underage per decoration location for each garment or item type used to produce an order, as well as a placement variance of 1inch in any direction from the original planned placement.

Impression Placements: All impressions that are produced through Madcap Printing will be placed on the garment according to our in-house specifications unless otherwise discussed in writing between the customer and Madcap Printing prior to invoice approval.

Fitment of Garments: Madcap Printing does not produce the actual garments, or goods, that are used in the decoration process and therefore will not guarantee the fit of any particular style, size, or any variances between sizes or colors of garments. If fitment will be an issue, please let us know prior to approving your invoice and we will try to find a size chart for you at no additional charge.

Garment/Media Defects: We do not produce the actual garments or media/material used in our processes, and we will not be held responsible for any defects in the garments or media/material.

Good Substitutions: We reserve the right to substitute goods for an equivalent of equal or greater value than the original ordered product.

Quantity: Madcap Printing does not guarantee that the exact quantities of produced goods will match a quote or invoice. Decorating apparel is a very hands on process and there is room for possible error and variance. Please allow for a 5% overage/underage variance in quantity per print location for each garment and or item type on your order.

Turnaround: Turnaround time on orders placed with Madcap Printing is 10-15 business days starting from the time we receive all of the following: quote approval, payment, goods, and any other requirements or materials associated with the order. Turnaround time is subject to change.

Screen Fees: A screen fee per print color per location will be charged for each design that is printed for an order unless otherwise agreed to in writing between the customer and Madcap Printing. All screens, inks, separations, or any other materials used to produce an order will remain the property of Madcap Printing unless otherwise agreed to in writing between the customer and Madcap Printing.

Digitizing Fees: Turning a design into a file that can be used for embroidery will be charged at the current rate based on complexity, stitch count, application, and size. Changes to past digitized designs may also result in additional charges.

Warranty: Due to a wide variety of laundering and wear practices, Madcap Printing will not guarantee against any garment or print damages.

Packing for shipping: Unless it appears otherwise on your approved invoice, all shipped garments will be bulk packed into boxes. Folding, bagging, and tagging services are available at additional charges, however to receive these

services, the customer must request these services and approve that these services appear on their invoice.

Deadlines: Due to factors out of our control, we cannot guarantee to meet any particular deadline.

Shipping/Pickup: Madcap Printing will gladly ship your order to you, or have it available for pickup at 123 Branch St, Ste G, Lowell, NC 28098. Madcap Printing is not responsible for lost items, damages, or delays in delivery that are caused by the carrier. Shipping rates may change without notice.

Terms: Any terms shall be discussed, in writing, between the customer and Madcap Printing and may result in interest charges on any open balances.

Claims: All claims must be submitted within 72 hours of order pickup or delivery. Please submit claims via email to info@madcapprinting.com

If you have any questions, please contact us prior to approving your quote.

Madcap Printing has the right to change these terms and conditions without notice.