



## **TERMS AND CONDITIONS 1/1/18**

By submitting a deposit for your order to Momentum Printing and Productions, you agree to the following terms and conditions.

### **PAYMENT**

Estimates will be honored for a maximum of 30 days from the date on the estimate. Contact us for a new estimate after 30 days before placing any orders.

A minimum deposit of 50% of the total estimate or invoice is required on all orders placed before that job is started. The remaining balance will be displayed on the final invoice and must be paid in full before the order can be shipped or picked up by the customer.

Accepted forms of payment: Credit or Debit Card are accepted and processed through Quickbooks.

Check or Money Order made out to:

Momentum Printing and Productions

3504 Chestnut Avenue

Baltimore, MD USA 21211

Paypal: We can accept paypal payments to:  
buildmomentumnow@gmail.com

Cash is only accepted in person.

A receipt is available upon request. A \$35 charge will be issued for returned checks. DEPOSITS ARE NON-REFUNDABLE AND PAYS FOR PRODUCT AND LABOR SHOULD THE ORDER BE CANCELLED.

## **ARTWORK**

A Photoshop file (PSD) is preferred but artwork can be accepted in the following formats: PSD, PDF, TIF, JPG, EPS, AI \* 300 DPI Resolution minimum \* Fonts need to be Rasterized or Created into Outlines. If fonts are not rasterized or created into Outlines, there is a chance they will not turn out correctly when printed.

\* Sized to final print size - Artwork will be printed the size of the received file unless otherwise specified. \* Colors must be on their each layer. A separation fee will be added to any job not separated.

EXPECT TURNAROUND DELAYS IF SUBMITTED  
ARTWORK IS NOT IN THE ABOVE SPECIFIED  
FORMATS.

Artwork that needs to be created or edited by Momentum Printing and Productions will be added to the invoice. Momentum Printing and Productions owns all artwork it creates and are allowed to use the artwork for any promotional purposes, online postings, etc. Usage of the artwork is granted to the client to use only on products printed by Momentum Printing and Productions. If the client wishes to have complete ownership of the artwork created by Momentum Printing and Productions, this can be

negotiated with Momentum Printing and Productions for a higher price.

We are proud of our color matching abilities and use the Pantone Matching System (PMS). Providing a Pantone+ Coated number is the best way to ensure that your colors turn out exactly how you want them. If no PMS number is provided we will do our best to match the color to the file, however every computer monitor displays colors differently, so there may be some variations. A PMS number also helps us to have reprints of designs stay consistent. Color of the substrate affects the vibrancy of the inks. It is recommended but not required to have a white under-base when printing on dark substrates.

SCREENS ARE NOT SAVED but are cleaned and reclaimed.

Printing can only be as good as the artwork! Momentum Printing and Productions will not be responsible for poor quality printing due to poor artwork.

### **TURNAROUND**

Standard turnaround time for each job is 10 business days plus shipping time FROM THE DATE THE DEPOSIT IS RECEIVED. Deposit must be received before 3 PM EST to be considered received on the same day.

Turnaround times are based on current workload and availability of products. If you have a strict must-have date, the best practice is to get your order in as soon as you can. Momentum Printing and Productions is not responsible for missed dates unless a rush fee is paid.

### **RUSH ORDERS**

Any order that is needed is less than 10 business days will

be considered a Rush Order. Momentum Printing and Productions will do everything we can to meet any must-have date, but we cannot guarantee it without a rush fee. This fee is determined on a case-by-case situation and will cover overtime labor and expedited shipping on materials. Momentum Printing and Productions reserves the right to refuse any Rush Order jobs if our current workload does not allow time for it. Customer will be responsible for any expedited shipping charges associated with Rush Orders.

### **CANCELLED ORDERS**

Orders may be canceled up until the deposit is made with no penalty. Once the deposit is made and materials are ordered, no refunds will be issued to cancelled orders

### **TRADEMARKS & LICENSING**

Momentum Printing and Productions is not liable for the use of trademarked or licensed images, and customers assume full responsibility for the use thereof. Momentum Printing and Productions reserves the right to refuse any print orders if Momentum Printing and Productions suspects that a licensed, trademarked, or copyrighted image is being used inappropriately.

### **CLAIMS OR ERRORS**

We strive for perfection with every project we work on, but sometimes we may miss something. If there is an issue with your order it must be submitted within 72 hours of date of delivery. Please email [buildmomentumnow@gmail.com](mailto:buildmomentumnow@gmail.com) to submit your claim. In the case of an error, defective garments must be returned to Momentum Printing and Productions or the reprint will not be allowed. Momentum Printing and Productions is not responsible for any customer supplied garments.

## **LIMIT OF LIABILITY**

100% of the defective product must be returned to Momentum Printing and Productions within 30 days from the date of delivery or date of pick-up. If we accept the claim as valid, Momentum Printing and Productions will reprint the order and ship it back at no cost to the customer. Charges to rush print are non-refundable. Momentum Printing and Productions assumes no liability beyond the price of your order.

Errors that we are not responsible for include, but are not limited to: Any spelling, graphics, grammar, punctuation, bleed, orientation/alignment, folding mistakes that are approved by the customer. We are not responsible for damaged fonts, wrong cuts, die lines, crop marks, transparency, overprint, cracks on folds, or finished product size because these inconsistencies are inherent to the printing process.

Each order placed through Momentum Printing and Productions is a contract between the customer making the order and Momentum Printing and Productions. The fact that you have made an order on behalf of a third party does not absolve you of liability to Momentum Printing and Productions. Any decision by a third party not to accept printed items or to cancel the order with you does not affect your liability to Momentum Printing and Productions.