

T-Shirt Printing Service Terms and Conditions

Effective Date: 5/15/2025

Welcome to T-Shirt Syndicate ("we," "us," or "our"). By placing an order with us, you agree to the following terms and conditions:

1. Orders and Artwork

All artwork must be submitted in print-ready format. We accept files in PNG, SVG, PDF, or AI formats.

Customers are responsible for ensuring that submitted artwork is free of copyright infringement.

We offer basic logo setup with membership. Major revisions may incur an additional charge.

Once final artwork is approved, changes cannot be made.

2. Payment Terms

- Payment must be made in full before production unless otherwise agreed in writing.
- Membership fees are non-refundable and billed monthly or annually depending on your selected plan.
- We accept major credit cards, PayPal, and other agreed-upon payment methods.

3. Turnaround Time

- Standard turnaround time is 5-7 business days from the date of artwork approval and full payment.
- Rush orders are available for an additional fee and must be approved in advance.
- Delays caused by incorrect files, late approvals, or supply chain issues are not our responsibility.

4. Shipping and Delivery

- We offer local pickup, delivery, and shipping options. Shipping costs are calculated at checkout.
- We are not responsible for lost, stolen, or delayed shipments once transferred to the carrier.

5. Returns and Refunds

- Due to the custom nature of printed apparel, we do not offer returns or refunds unless there is a production error or defective item.
- Claims must be made within 5 days of delivery. Please include photos and order details.
- Approved claims will result in a reprint or store credit at our discretion.

6. Color Matching

- We do our best to match colors, but exact matches are not guaranteed due to differences in fabric types and print processes.
- Slight variations in color, placement, and size are considered acceptable within industry standards.

7. Customer Responsibilities

- Ensure all details (sizes, quantities, colors, artwork) are correct before final approval.
- Review proofs carefully before approving. We are not liable for errors after final approval.

8. Intellectual Property

- All designs and logos provided by the customer remain the property of the customer.
- We reserve the right to use completed orders for promotional purposes unless otherwise requested in writing.

9. Limitation of Liability

- Our liability is limited to the cost of the services provided. We are not liable for indirect, incidental, or consequential damages.

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10. Modifications to Terms

- We reserve the right to update these terms at any time. Continued use of our services constitutes acceptance of the new terms.

Contact us at info@tshirtsyndicate.com or call 214-627-5111 with any questions.