**USER AGREEMENT**

Here at Printimize, we have a certain pride that stands behind the products, prints and service we provide. And whilst we will always strive to uphold our standards with every order, please understand that there are certain circumstances beyond our control in which we cannot be held responsible for. These are:

* Spelling, punctuation, or grammatical errors made by the customer.
* Inferior quality or low-resolution of uploaded images or designs.
* Design errors introduced by the customer in the design creation process.
* Errors in user-selected options such as product type or size.

All purchases are made-to-order, so please examine your designs, product choices and size breakdown carefully and correct any mistakes prior to placing your order.

To keep costs down and pass substantial savings along to our customers, Printimize does not proof designs for approval prior to processing.

**PRINT METHOD**

The print method used for your job will be at the discretion of Printimize. Printimize uses direct to garment (DTG) print or Eco solvent Vinyl Printing, however the final choice of print method will be made by Printimize after considering the items required for your job.

If you have any concerns around how your job will be printed, please contact us to discuss options prior to placing your order. If Printimize has not been informed of a preferred print method from the customer, we have complete authority to make the final decision and hold no blame or accountability in the event the customer has received a print of an unexpectant or dissatisfied finish.

**ARTWORK**

Printimize does not create artwork for customers. Printimize requests that all customers provide the necessary digital art files for their print. The customer is responsible for creating the art and Printimize is not responsible for generating or editing customer art. The customer is also responsible for the quality and resolution of the digital art. Printimize reserves the right to deny printing services on the grounds of inadequate art quality or image resolution. Printimize may decide to use an image that does not comply with the art guidelines, but Printimize is not responsible for any negative outcomes caused by that art. Printimize does make corrections and sample designs for your Ideas upon request and detailed instructions prior to printing phase.

Printimize prides itself in its high-quality printing techniques, but at times there are restrictions to the capability of printing in general. Printimize does not guarantee the printing of any line, dot, negative space, or piece of art that takes up less than 3 pixels or is less than 2mm wide. Printimize does not guarantee the printing or legibility of any text that is smaller than 2mm wide. Printimize is not responsible for any colour variance between the art, mock-up, and print, as the mock-ups are digital, and the appearance of the digital mock-up varies with the monitor & screen settings. Printimize is limited by the colours the printer can produce, and colours can change drastically based on shirt colour and various other factors. If a customer needs to ensure a specific outcome of a print, Printimize always recommends ordering a sample shirt first.

**DIGITAL MOCKUPS**

Printimize offers a proofing service which displays Digital Mock-ups of your final product. These are computer generated pieces of art designed to emulate how a customer’s print might look on the selected garment. These Digital Mock-ups are not exact 100% representations of how a customer’s print will look when received, nor are they an exact representation of the customer’s blank. Printimize is not responsible for any misunderstanding regarding Digital Mock-ups, as the mock-ups are digital, and the appearance of the digital mock-up varies with the monitor & screen settings. All blank colours and ink colours in a Digital Mock-up are merely estimations and Printimize is not responsible for any discrepancy between the blank or ink colours in a mock-up and the blank or ink colours in the finished product. The Digital Mock-ups do not account for every possible printing issue, and Printimize is not responsible for issues which are common to Vinyl/or direct to garment but are not displayed in the Digital Mock-up.

Printimize is not responsible for any discrepancy in garment sizing or dimensions between the mock-up and the final product. Printimize is not responsible for any confusion regarding the sizing of a customer’s art on varying garment sizes.

**CHANGES & CANCELLATIONS**

To keep up with our turnaround promises, we move FAST! Orders are processed and stock is ordered almost immediately, leaving a very short window of opportunity to accommodate for any changes, so please be sure of all items and order information prior to submitting.

* No changes or cancellations are accepted for rush or Next Day/Same Day turnaround orders.
* If you wish to cancel an order (Standard turnaround), we must be notified within 24 hours of placing your order. You will then have a choice of the following two options:  
  1. Credit refund minus 20% of total spend value.
* If you require any changes to your order (Standard turnaround) such as sizes, design, garment colour etc, you must be in contact via email within 24 hours of placing your order.

**GARMENTS**

It is the customer’s responsibility to select garments for their order. Printimize may offer advice or suggestions, but Printimize is not responsible for any potential problems or unsatisfactory outcomes related to garment selection.

Printimize does not have an in-house inventory of garments and therefore will not have blank garments before the order is finalised. If a customer chooses a garment that is currently unavailable, the projected ship date may be directly affected. Printimize is not responsible for any delays caused by unavailable garments. At times, our suppliers may be out of stock in a certain style/colour/size. If you have placed an order that includes an out-of-stock item, we will follow the below procedure.

1. Contact you via phone or email and offer an alternative product choice.
2. If no other product is suitable, we will advise you of the re-stock ETA to which we can either a) Apply a credit to your account for the out-of-stock item in your job so you can reorder the units when they are back in stock or b) Refund the out-of-stock item.

**TURNAROUND POLICIES**

Due to the possibility of file problems, technical malfunctions, or unforeseen changes with orders, time sensitive jobs should be planned in advance. Turnaround times reflect an average completion time of a normal order. Printimize reserves the right to adjust any estimated turnaround time quoted to a customer at the sole discretion of Printimize. By agreeing to these terms and conditions the customer expresses consent to Printimize’s authority to adjust or extend all turnaround times based on order quantity. Turnaround times are quoted in working business days only. Weekends, Holidays, and transit times are NOT included in turnaround estimations. Turnaround time is calculated from one workday after an order is finalized to the package shipping from Printimize. It does not include the shipping time from Printimize to the customer. Shipping and transit times are outside the control of Printimize, and Printimize will not be held responsible for any delays once the shipment has left our shop. Shipping and transit times may vary based on multiple factors. See “Production & Delivery” for more details on shipping and transit times.

**PRINTING PROCESS/PRE-PRODUCTION**

Printimize is not responsible for issues that are classified as standard textile printing inconsistencies. These issues include garment issues (varying textures, colour accuracy, factory damages), print-related issues (tone shift, fabric migration, fibrillation, inconsistent registration), size inconsistency (caused by fabric stretch), and print placement inconsistency (expected tolerance of 2.5cm in any direction). These issues are inherent to the textile printing process. Printimize does everything we can to avoid these issues, but we are not responsible for standard Vinyl/direct to garment inconsistencies. Printimize will not provide any sort of refund or replacement based on issues regarded as inherent to the printing process. Printimize will be the sole decision-maker in such situations.

Printimize is not obligated to inform the customer of the specifics of the printing or preproduction process. Printimize is constantly improving and innovating our processes, and the printing specifics could change at any time. This may cause (positive) changes in the final product over time. Printimize is not obligated to inform the customer of any changes in the printing or preproduction process, nor is Printimize responsible for any inconsistencies in reprints based on those process changes.

Additionally, any print which interacts with a **seam, pocket, or zipper** is subject to inconsistency and damages. Choosing to print near one of these obstacles will often cause discrepancies (gaps in the print, lost registration, cracked or misaligned prints) which are not fully reflected in the digital mock-up. We strongly suggest that you avoid these **high-risk areas**, but if you choose to print on or near a high-risk area, Printimize is not responsible for any issues that may arise. Therefore, we will not accept returns on items damaged because of printing in a high-risk area.

**DAMAGE RATE**

All orders placed are subject to a variation of a 2% damage rate within each order. Therefore, Printimize highly suggests ordering a 2% overage for each size to ensure an adequate number is received. Printimize will not be held responsible for any shortage within this 2% variance, and the customer will not be entitled to any sort of credit, reimbursement, or reprint of garments within this 2%.

**SHIPPING**

Shipping and transit times may vary based on several factors. On standard turnaround orders, Printimize has the right to adjust shipping times and delivery dates at our discretion. Any specific delivery date is an estimation and is therefore non-binding. Printimize will not be held responsible for any estimated delivery dates quoted during customer correspondence. Printimize handles your order with great care, but we are not responsible for any loss, damage, or shipping delay caused by a delivery carrier.

**DISCOUNTS**

All discounts quoted to a customer by Printimize is to be considered an indefinite estimation of a temporary price. Printimize is under no obligation to honour any discounts quoted to a customer or advertised in any form.

**RETURNS**

All returns claims are subject to approval by Printimize. Returning goods to Printimize without official authorization of the return will not be recognized and will not be eligible for a refund or credit to the customer account.

Printimize must be notified of your issue within three days of pick up or confirmed delivery of your goods. Your reasoning/claim must be present in over 2% of the delivered garments and must be the direct fault of Printimize. **If a return is approved**, Printimize may award the customer a full refund of the invoice, a credit to the customer account, OR a reprint of the merchandise free of charge.

Now is a good time to point out that all orders that come through are digitally printed either via a direct-to-garment machine, dye sublimation or transfer. Everyone’s monitors are different, and our computers make everything so bright and colourful. Printimize printers work with a CMYKW colour palette to produce your designs, so please keep this in mind when designing your garments. We don't have the ability to print hyper colour, Fluro or metallic designs with digital inks.

No returns are accepted after 7 days of receipt of purchase. (After 2 days of order has been delivered)

**Shipping charges on products returned.**

All shipping charges for returning products to us must be paid by the returnee. We do not reimburse shipping charges.

**BYO AND SUPPLIED GARMENTS**

BYO (Bring your own) supplied garments & apparel are supplied at the customer’s risk.

Whilst print errors are rare, please remember that if a print or production error occurs on BYO apparel, replacement items cannot be sourced by us & will not be reimbursed. If you have concerns regarding BYO apparel, it is suggested that you instead choose items from product range, as replacements will be sourced for these items in the unlikely event of an errors.

**LEGAL**

If any customer’s failure to follow the Printimize User Agreement leads to legal action on the part of either party, the customer will be held solely responsible and liable for all payments or charges associated with the customer account as well as any and all legal fees undertaken by the customer or by Printimize during the process of any legal proceedings.

**Eligibility of Children Under 18**

**Printimize** will only knowingly provide products or services to persons who can lawfully enter into and form contracts under applicable law. If you are under the age of 18, but at least 13 years of age, you may order products or services only under the supervision of a parent or legal guardian who agrees to be bound by these Terms of Use. Children under the age of 13 may view the Website but MAY NOT ORDER PRODUCTS OR SERVICES.

***These Terms and Conditions apply to Printimize and all associated affiliates or subsidiaries. Printimize reserves the right, at its sole discretion, to change, modify, add, or remove portions of these Terms and Conditions at any time for any reason. It is the responsibility of the customer to check these Terms and Conditions for changes. Any continued patronage of Printimize services following the posting of changes will indicate that you accept and agree to any changes made to these Terms and Conditions by Printimize. By initiating the order process with Printimize, you are agreeing to adhere to the following terms and conditions.***

**PRIVACY POLICY**

**What Types of Information Does Printimize Collect?**

Personal Information. We collect Personal Information that you provide to us, such as your name, mailing address, phone number, email address, credit card number, and financial information. Non-Personal Information. We also collect non-personal information from you, such as your browser type, the URL of the previous website you visited, your ISP, operating system, and your Internet protocol (IP) Address Non-Personal Information cannot be easily used to personally identify you.

**How and When Does Printimize Collect This Information?**

Providing Information to Us. We collect Personal Information from you when you provide it to us. For example, if you purchase a product sold through an affiliate, we may collect your name, mailing address, telephone number, credit card number, and email address. If you create an account, we may collect your name, tax identification number, mailing address, email address, and other information that we request during the registration process, and any information that you provide to The Printimize. If you sign up to receive a newsletter, we will collect your email address. Communications With Us. If you communicate with us regarding the Website or the System, we will collect any information that you provide to us in any such communication. Analytic and Reporting Technologies. Like the operators of most websites, we use analytic and reporting technologies to record Non-Personal Information such as Internet domain and host names, Internet protocol (IP) addresses, browser software, operating system types, click stream patterns, and the dates and times that the Website and the System are accessed. We also contract with several online partners to help manage, monitor, and optimise our Website and the System and to help us measure the effectiveness of our advertising, communications and how visitors use the Website. To do this, we may use web beacons and cookies.

**How Does Printimize Use My Information?**

Personal Information. We use Personal Information primarily for our own internal purposes, such as providing, maintaining, evaluating, and improving the Website, fulfilling requests for information, producing, and shipping the products that you order, and providing customer support. For example, if you create an Account, we will use the information that you provide us to communicate with you and pay you any commissions that you earn. Similarly, if you sign up to receive a Printimize newsletter, we will use the email address you provide to send you the newsletters. Non-Personal Information. We use Non-Personal Information to track the use of the Website and the System and for other internal purposes, such as providing, maintaining, evaluating, and improving the Website.

**Security**

The security of your Personal Information is important to us. When you enter sensitive information such as a credit card number and/or social security number on our registration or order forms, we encrypt that information using secure socket layer technology (SSL). We follow generally accepted industry standards to protect the Personal Information submitted to us, both during transmission and once we receive it. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

# **Community Guidelines**

Printimize is a big advocate for projecting great ideas and sharing new messages. However, to ensure our customisation services elevate and protect all in the community, we've created some guidelines to work within, which inform where a line might be crossed. We do our best to monitor the use of our various services and reserve the right to refuse and refund any perceived violations to our community standards.

**Violations could be any of the following (but not limited to):**

* Impersonation, copyright infringement, or deceptive content
* Non-consensual nudity or sexual content
* Violent, graphic, offensive, or dangerous content
* Harassment, cyberbullying, or hate speech.
* COVID-19 misinformation
* Content promoting illegal activity.

**Washing instructions:**

Like all precious things, conscious use and appropriate care play a valuable role in the longevity of the item, and custom-printed fabric is no different. Treat your new threads with love, and they'll love you right back, for a long time (not just a good one)!

## **Do**

* Cold machine-wash on delicate setting
* Wash inside-out with similar colours.
* Hang to air-dry out of direct sunlight.

## **Don't**

* Don't iron over the print (only on the reverse if you must)
* Don't tumble-dry.
* Don't dry-clean.
* Don't use harsh chemicals like bleach or softeners.

All fabric ages over time, that's a given. Exposure to the sun, heat, chemicals, and physical activity all age the garment and the print. But with the right care, you can ensure an item serves you very well over the course of its lifetime. **Cold-wash inside-out, and then hang garments straight onto a coat-hanger, dries ready-to-wear—no need to iron!**

**Artwork standards for DTG & VINYL printing techniques**

Submit files in PNG or JPEG format with at least 150 DPI (**300DPI** preferred for best printing quality) We recommend using PNG for designs with a transparent background. For other designs, we advise preparing files in JPEG instead.

The Higher the quality of your Design/Logo/artwork/Picture the better the prints can be produced. Printimize is not responsible for poor results caused due to a poor design/artwork submitted by the customer.

Printimize will only be providing advise/suggestions on the design submitted by the customer, but the customer is solely responsible for providing detailed information for any changes needed and holds the complete responsibility to confirm and finalise the mock-ups provided by Printimize.

**Samples & Bulk orders & Discounts:**

Discounts are available for Bulk orders and will be discussed prior to the placement of the order. Please contact Printimize over email [orders@printimize.com.au](mailto:orders@printimize.com.au) or phone 0432389966 to have an open conversation on the bulk orders and discounts as the pricing varies according to multiple factors such as Quantity, print complexity, fabric and stock availability & sizing of the garment.

**All the samples** provided for bulk orders are charged full price including postal charges. Discounts do not apply to samples.

**Free samples** are also provided for certain Bulk orders depending upon the quantity agreed to order, but the discretion to provide a free sample completely lies with Printimize.

**Deposit**

Deposits are only accepted for bulk orders and the standard deposit required prior to the printing is no less than 75%. If further reduction in initial deposit is required, please confirm with us via email or phone.

Mix of designs