



# TERMS OF SERVICE

Please note the following terms of service before placing your order.  
Please read carefully to avoid any unnecessary misunderstanding.

## QUOTATIONS

Quotations are valid for 14 days and are subject to stock availability at the time of placing your order. Quotations are estimates based upon the information supplied to us at time of quoting and are may change upon viewing of customers final artwork or order specifications. Any price changes will be confirmed with customer before processing any order. Quotations for garments are based on sizes Small to 2X-Large, unless otherwise stated.

The final items supplied will be as described on our price list, quotation and/or invoices. If the customer has specific requirements these should be made clear before quotation or order as to avoid any misunderstanding.

## ORDERS

Please note we are unable to accept telephonic orders. All orders to be received in writing by either email or fax or placed at our shop.

## PAYMENT TERMS

Our payment terms are strictly 70% deposit on placing your order, balance on collection. We accept Electronic bank transfers and cash only. No credit cards or cheques.

**Please Note: No job will leave the premises without full payment**

## PRICING

Prices listed on our website, price list or any advertising material are subject to change without notification. Quotations are valid for 14 days, if a quotation is not accepted within 14 days, it is deemed expired and may be subject to change.

## TURNAROUND TIME

Standard turnaround on orders take an average of 5-7 working days from artwork approval, however larger orders (100+) and items with multiple print positions may take 7-14 working days from artwork approval.

Any artwork approved approval after 2pm will only begin production on the following working day. Turnaround time is based on the customers' needs and the current production schedule at time of order. While every effort will be made to meet a requested deadline, there are factors that may arise beyond our control (such as power failure, stock issues etc.). Pic a Shirt will not be held responsible for any late delivery or distribution.

## CANCELLATION

As each order is custom made for the customer, Pic a Shirt cannot accept cancellations or refunds once the order has been placed and proof has been approved. Any artwork produced, positives and screens made or garments purchased from the supplier at the cancellation stage will be charged for.

## ARTWORK AND PROOFING

Artwork will only begin on a job once the deposit has been received for your order. Please email your payment proof to pashirt@mweb.co.za or fax 086 672 8222 to avoid delays in getting a proof ready. Artwork will normally take 24-48 hours to produce from receipt of deposit. Artwork produced by Pic a Shirt will require the customers' approval before print.

It shall be the customers responsibility to check all proofs (whether electronic or printed) to ensure that all details, names, telephone numbers, spellings etc... are correct as Pic a Shirt can not take responsibility for any mistakes or omissions once the customer has approved the artwork.

## COLOUR

While colours are generally reproduced accurately, the customer must understand that no colours can be guaranteed 100% accurate to how it will display on a computer monitor or paper proof. Whilst every effort is made to keep colours as accurate as possible - there are various factors that may cause slight variations in colour - and therefore a 100% colour accuracy cannot be guaranteed.

## QUALITY

While we check every garment as thoroughly as possible when it arrives from the supplier/manufacture, we cannot be held responsible for variances in garment size, colour or construction. We do keep samples on hand of the most common garments for colours and sizing, but bear in mind that they may vary from batch to batch and that is beyond our control. If a specific garment colour, size or construction is required we advise that the customer supply their own garments and we will print onto them.

Printing variation. Each batch of shirts is designed and printed as per your specifications, but please keep in mind that there may be slight variations between each printing batch on the type of ink, colour and position. If you require an order matching a previous order, please supply us with one of the garments from a previous order to match to.

## GRIEVANCES

Where grievances may arise with regards to any items produced by Pic a Shirt, such grievances should be communicated in writing to Pic a Shirt within 48 hours after collection. If no such claim is made, Pic a Shirt and the customer will understand that the job has been accepted. By accepting the job, the customer acknowledges that Pic a Shirt's performance has satisfied all terms, conditions and specifications.

If such grievance -whether this be print or design quality, delayed deliveries or any related matter be found reasonable, Pic a Shirt shall take any necessary actions to fix such problems, but this shall not constitute grounds for cancellation of orders or refunds under any circumstances.

## SUBCONTRACT

Pic a Shirt shall have the right to assign any portion of the order required to another subcontractor or vendor should the need arise.

## PRIVACY STATEMENT

Any information Pic a Shirt collects for order processing or from any enquiries is not shared with any other company or source. Your information is only used for contact, invoicing or delivery purposes.

## LIABILITY

Pic a shirt's liability shall be limited only to the invoiced price of any defective goods, and shall not include special, consequential, incidental, indirect or similar damages, including without limitation, lost profits.

Pic a Shirt warrant that every product manufactured meet the industry standard for the type of product. Pic a Shirt makes no other warranty and no actions or words of Pic a Shirt or its officers, employees or agents shall constitute a warranty.

## COPYRIGHT

Pic a Shirt will not be held liable for any copyright claim or dispute between the customer and prosecutor when artwork has been supplied.

**The terms of services as set out above are subject to change. Should you have a question as to our policy on any particular matter which was not addressed above, please contact us to verify this before making use of any of our product and services.**

JULY 2011