

Customer CareContact Information: carla@bestsafetywear.com**(866) 969-8337****ORDERING BEST SAFETY WEAR CUSTOM APPAREL + WORKWEAR**

Our team at **Best Safety Wear** values you as a customer and strives to provide quality printing, at a fair price, with a fast turnaround.

To begin your order, we require the following:

- Apparel + Workwear Cart Check-out completed including Ship To Information.
- Vectored Artwork Approved by you and our Art Department
- Customization Quote Accepted and Paid in Full.

Production will not start until all the required information is submitted.

Completed submissions include all the following information:

- **Customer PO#** if required.
- **In-Hands Date.** Our standard turnaround time is ten (10) business days from when we begin your order. If the in-hand date is sooner than the usual ten (10) business day turnaround time, **Rush Fees** will apply. Please consider and add to our standard turnaround time, the time it will take to have your products shipped and delivered to you from our location in Dallas, Texas.
- When you complete your **Cart Check-out** of merchandise to be customized, we are provided with an itemized list of that merchandise: item#, brand, description, quantity, color, and size.
- The **Quote for Customization** will include the following specifications: type, location, size, colors, fonts, etc. of the design as well as pricing and additional fees that will apply (Art Time, Specialty Items, Rush Charges, etc.).
- **Print-ready artwork.** Artwork must be in a clean vector format. Our Art Department must approve all art files as "print-ready" before production, or additional art fees will apply.
- **Shipping/Pick-Up Information** Let us know if you would like to pick up at our place in Dallas, Texas or if you prefer a special shipping service you would like to use.

Reorders are welcome and must be submitted with the previous Approved Artwork and the last order number which can easily be found in your **Best Safety Wear Member Account**.

Standard production turnaround is ten (10) business days. Orders received after 1 pm (CST) will be entered on the following business day.

All digital art proofs must be approved 10 (business) days before the completion date. If the completion date is a "firm" date and approval is delayed, rush charges will incur.

Best Safety Wear retains the right to deny or cancel orders with unapproved garments, garments that we consider unfit to embellish, or garments that we consider too difficult to decorate. There is an eighteen (18)-piece minimum on all orders.

All **ink changes** require at least twelve (12) garments. Ink changes occur when the garment substrate color varies. For example, when the same logo is printed on a variety of colored shirts some dark and some light. Additional charges will apply if the minimum quantity is not met. **Best Safety Wear** reserves the right to cancel orders that do not meet the minimum requirements.

Sizing information: You may find links for each product's sizing information on that product's Product Page under **Product Measurement Information**. Any embellishment without a standard size and placement will incur additional fees.

Any **unclaimed merchandise** after three (3) months will be donated to a local non-profit of our choosing.

ARTWORK AND SCREEN PRINTING GUIDELINES

If changes to your artwork are required to accomplish the below request, additional Art Fees will apply.

Accepted Artwork Files: AI, SVG, EPS, PDF, JPEG, PNG

File Resolution: Files should be sent as high-resolution files. Anything above 300 dpi/ppi is considered high resolution.

Vectorized Files: Just because a file is saved as an eps, ai, or pdf doesn't mean it is a vector file. Vector art is created using vector software programs, such as **Adobe Illustrator** or **Corel Draw**. --So how can you tell? Enlarge your graphic on your screen (200% or larger). It is a raster image if your edges are blurry and appear to have various "shades" of color. It is a vector graphic if the edges are crisp, and the color appears solid.

My art is not vectorized. What can I do? If you can't find a vector file, you will need one created or art fees will apply. You can contact your Graphic Artist to create this using our art guidelines, or our **Art Department** at **Best Safety Wear** can assist. Simply reach out to order@bestsafetywear.com upload the Artwork you have and we will let you know what we can do and provide pricing.

Raster Files: Additional Art Fees will apply if art is submitted in raster format for screen print. Note: Due to limitations in full-color printing, exact color matching is not always attainable. We will do our very best to match.

Text: Please convert all fonts to outlines to avoid any font issues. Please provide the font file and name if the font is not outlined. Note that script fonts need to be outlined to avoid any issues with printing. Recommend all text be at least 10pt font to ensure readability.

Strokes: Please convert all strokes to outlines to avoid any issues. Ensure all artwork has at least one stroke thickness and a minimum of 10 pt. to 12 pt. font. Additional Art Fees will apply if we need to change your artwork to accomplish the expected results.

Fine Details: Minimum line thickness in artwork needs to be at least 1 pt. Any narrow negative spaces should be at least 2 pt.; otherwise, that space may fill in.

Spot Colors: All colors in the file should be set to spot colors and assigned a Standard Imprint Color or Pantone color. Please reference our house color sheet if you would like to color match. **PMS/Pantone Color Matching** is available for a fee a \$30 per color.

Print Size: All Artwork should be set in the file to the actual print size and noted. Please reference our [Decoration Placement Information](#) for our recommendations. These may need adjustment based on garments. (artwork fees may apply)

Clipping Masks: Please avoid clipping masks and eliminate any overlapping objects. Finalize any effects before sending.

For artwork containing small detail, please be aware that results will vary based on the garment and ink color. Lighter garments with dark ink will hold finite details better than dark-colored garments with light ink.

Under Base: Best Safety Wear will always require an Under Base on any order where the inks are lighter than the garment. Any Under Base will count as an additional color run and will require an additional screen as well.

Safety colors, camouflage, tie-dye, and comfort color garments may print poorly and require an under base to avoid dye migration. This requires an additional screen as well as an additional color charge.

Pigment-dyed products (ex., Comfort Colors) contain dyes that are not colorfast and may bleed, run or otherwise affect final printed products regardless of the steps we take to avoid this happening. Best Safety Wear does not assume responsibility if such issues occur on those specific garments.

All **glow-in-the-dark/metallic/glitter inks** require an additional layer of ink to achieve the expected results on garments. Please reference pricing (i.e., gold glitter is priced as a two (2) color).

We cannot print products with more than a 1x1 rib fabric as this will affect print detail. **Viscose materials**, if customizable may require additional fees for techniques to get the best possible result.

Please reach out to order@bestsafetywear.com if you have any doubts about the type of material you would like customized.

Print Placement and Sizing Guidelines: Best Safety Wear uses industry-standard placements and sizes for graphics. Please see our [Print Placement Guideline](#) for placement and sizing details. If you require off-standard placement or sizing, this must be noted in your order and on the digital proof, and **Specialty Item** fees will incur.

Youth and Adult sizes require separate screens and are considered separate runs. We will match the overall quantity to one job for print cost but they will they require payment for separate screens. You must note on your order if you want to use youth screens on adult sizes otherwise, we will apply any additional fees required for needed screen sizes. Custom screen printing is a craft; therefore, each garment may be slightly different.

SPOILAGE POLICY

Best Safety Wear spoilage policy follows the industry standard 2% spoilage rate.

When To Order Exact Quantities: If your job requires a precise quantity/size breakdown, we recommend padding your order to ensure that you end up with the correct amount - with a few extras at the very least.

Spoilage Communication: If damaged pieces are within the spoilage allowance, no specific communication is triggered. Your account will be credited the print cost for any missing items. You will only be charged for the quantity delivered. You will not be charged for the decoration of spoiled garments.

Re-Orders/Replacements

Pricing is based on one setup.

- If you are supplying overages, this must be noted in Order, and they must be available when the job is set up, and the order is being produced.
- If you have ordered extra garments to account for spoilage and do not want them printed on, you must let us know before production. We will return these items to you unprinted, and you will not be charged for decoration.
- If you prefer to order replacements for spoilage after a job has been run, the order is treated as a new order, and the original pricing will not apply.

Exceeding 2% Spoilage while rare, going over the spoilage allowance is a possibility. Most of the time, you wouldn't know this happened, as we can typically replace any garments that fall outside the 2% range. However, some jobs are too labor-intensive to reorder garments and set up again, or the reorder/reprint may not be received in time to meet the customer's in-hand date.

In these cases, we'll go one of two ways: If the invoice was partially paid, we'll refund the original invoice purchase price for the damaged garments. We'll credit the account towards a future order if the invoice is paid in full.

Reprints

We go to great lengths to ensure that every order that leaves our facility is accurate. Any order printed differently than approved will be reprinted at no cost. All claims must be submitted within 72 hours of receiving the garments. Please email order@bestsafetywear.com to submit your claim.

If any errors are the fault of **Best Safety Wear**, we will gladly accept responsibility and reprint the order correctly.

We do not offer refunds unless otherwise approved but will reprint any production errors that exceed the spoilage rate.

We do require you to return the items with the error. We will only replace the number of items that are returned.

Best Safety Wear takes excellent care to count all garments during receiving and final packaging a minimum of two (2) times during the order process to ensure accuracy. Each box of garments is labeled and itemized with the garment and size breakdown as part of our quality control process. It is the customer's responsibility to check that the order is complete at the time of delivery or pickup.

All claims that garments were shorted from the final invoice must be made within 72 hours of receiving or picking up the order.

SHIPPING GUIDELINES

Best Safety Wear uses **FedEx Ground** as our standard shipping method. Depending on your ship-to address, shipping could take one (1) to four (7) days. Please ensure to plan your in-hands date based on your proximity to our location in Dallas, Texas.

Shipping fees are based on the receiving party's weight, dimensions, and zip code.

Any wrong address or unspecified Residential Address will incur a fee of \$15.00.

Split shipments will be charged \$7.50 per address. Give us a heads up that you would like to split shipments when ordering. Shipment addresses and a list of items to ship to these addresses must be provided within 7 Days after Approval and Payment of the Customization Quote. Your order may be delayed if complete and accurate shipping information is not received at least 48 business hours before the completion date.

For International shipping we require that you provide to us shipping labels and all pertinent paperwork that we need to include in your international shipment.

Shipping Insurance requests must be specified in the comments of your order.

GENERAL INFORMATION

Cancellations will not be accepted after embellishment is complete.

Cancellations before production will be billed for all charges incurred up to the point of cancellation (i.e., art time, film/screens, preparation, digitizing, etc.).

Orders on hold for 30 days without progress will be closed and invoiced for any art time, digital proofs, film printed (\$5.00 per color/location), and screens burned (\$15.00 per color/location).

Appropriate use of copyright marks and payment of licensed property royalties are the customer's responsibility.

If returns are required, please provide **Best Safety Wear** with a 3rd Party shipping number or electronic prepaid label to return your goods to the source. Shipping and handling charges will apply.

All received merchandise, regardless of source, must include your name or company name and Order# on the packing slip.

Best Safety Wear takes excellent care to count all received garments at least two (2) times during the order process to ensure accuracy. Our count is considered final.

Best Safety Wear owns all screens, films, and separation files for output.

All payments must be received in full prior to production.

Pricing may change without prior notice.

PRIVACY AND SAFETY POLICY

At **Best Safety Wear**, we take your privacy and safety seriously. This Privacy and Safety Policy explains how we collect, use, and disclose your personal data when you use our services, and how we protect your privacy and safety while using our website. By using our website, you agree to the practices outlined in this policy.

Collection of Information

Personal Information: We collect personal information such as your name, email address, shipping address, artwork and design files, and payment details when you place an order or inquiry for a customization quote. We will only collect this information for the purpose of fulfilling your order and ensuring a smooth transaction.

Usage Information: We may collect information about how you use our website, including the pages you visit, the features you access, and the actions you take. This will help us improve our services and tailor your user experience on our platform.

Use of Information

Personal Information: We use your personal information solely for the purpose of processing and fulfilling your orders, communicating with you regarding your order status, and providing customer support.

Usage Information: We analyze usage information to enhance the functionality and design of our website, improve user experience, and optimize our services to better serve you.

Disclosure of Information

Third-Party Service Providers: We may share your personal information with trusted third-party service providers who assist us in processing payments, delivering orders, or providing customer support. These providers adhere to strict confidentiality requirements and are only allowed to use your information as instructed by us.

Legal Compliance: We may disclose your personal information if required to do so by law or in response to a valid legal request. This may include complying with court orders, government regulations, or enforcing our own terms and conditions to protect our rights and safety, and the rights and safety of our users.

Anonymized Data: We may use and disclose anonymized and aggregated data for marketing, statistical analysis, research, and other legitimate purposes.

Security Measures

Encryption: We use industry-standard encryption technology to protect your personal and financial information during transmission. This ensures that all data exchanged between you and our website remains secure.

Protection Measures: We maintain appropriate physical, technical, and administrative safeguards to protect your personal information from unauthorized access, misuse, or loss.

User Responsibility: While we strive to ensure the security of your data, please understand that transmitting information over the internet is never entirely secure. It is your responsibility to keep your account credentials confidential and to inform us immediately if you believe they have been compromised.

Children's Privacy

Our website is not intended for use by individuals under the age of 13. We do not knowingly collect personal information from children. If we become aware that a child has provided us with personal information without parental consent, we will delete such data from our systems.

Updates to the Policy

We reserve the right to update this Privacy and Safety Policy at any time. Any changes will be posted on our website, and we encourage you to review this policy periodically.

By using our website, you acknowledge that you have read and understood this Privacy and Safety Policy. If you have any questions or concerns regarding this policy or the protection of your personal information, please contact us at order@bestsafetywear.com

Payment Methods

- Credit / Debit Cards
- PAYPAL
- Offline Payments