

REPSHIRT INC. - TERMS & CONDITIONS

Last updated: January 2026

These Terms & Conditions ("Terms") apply to all quotes, sales, online orders, and services provided by RepShirt Inc. ("RepShirt," "we," "us," or "our"), including screen printing, embroidery, DTF/DTG, heat press/vinyl, sublimation, and any other decoration or fulfillment services (collectively, "Services").

By placing an order, making payment, submitting artwork, approving a proof, or using our website/services, you confirm you have read, understood, and agree to these Terms (on behalf of yourself and any business/organization you represent).

1. Acceptance, Updates, and Service Availability

- These Terms may be updated at any time at RepShirt's sole discretion. Updated Terms apply to all orders placed after the posted "Last updated" date.
- Our website, ordering tools, and Services may be modified, suspended, or discontinued at any time without liability.
- Do not rely on our site as storage for your artwork or files—keep your own backups.

2. Quotes, Pricing, and Errors

- Quotes are valid for **30 days** unless stated otherwise.
- Pricing may change at any time; however, **confirmed and paid** orders are priced as agreed on the invoice.
- We are not responsible for typographical, website, or listing errors. We may cancel/refund orders affected by a material pricing or product error.

3. Accounts, Online Ordering, and Website Use

- If you create an account, you are responsible for safeguarding login credentials and all activities under your account.
- You may not use our site to upload or request unlawful, infringing, defamatory, obscene, hateful, or otherwise prohibited content.
- Automated scraping, bots, and unauthorized system access are prohibited.

4. Payment Terms

Standard Orders

- **Orders under \$1,000 (pre-tax):** payment in full is required before production begins.
- **Orders \$1,000 and over (pre-tax):** **50% non-refundable deposit** is required to initiate production. Remaining balance is due **before release, pickup, or shipment.**
- We **do not offer net terms** unless expressly agreed in writing.

Payment Methods

Accepted: **Credit Card, Interac e-Transfer, Cash, PayPal, and Cheque.** - **Cheque payments:** production timelines begin only after the cheque clears.

Chargebacks / Disputes

- Customer agrees to contact RepShirt first to resolve billing issues.
- Chargebacks for approved proofs, approved substitutions, or delivered goods are a breach of these Terms and may result in collection activity and recovery of fees to the extent permitted by law.

5. Order Is Not “In Production” Until Complete

An order is considered “in production” only when ALL of the following are true: 1) payment/deposit is received, **and** 2) all required order details are confirmed (items, sizes, quantities, placements, ship-to/pickup info), **and** 3) artwork is approved and print-ready (or design services are approved), **and** 4) all customer-supplied goods (if any) are received, counted, and accepted by RepShirt.

If any variable is missing, unclear, or changes later, production may pause and deadlines are not guaranteed.

6. Proofs, Approvals, and Responsibility

- Proofs/mockups (digital or physical) are provided as guidance and may not represent exact final appearance.
- **Your approval is final.** You are responsible to verify **spelling, names, numbers, sizes, placement, colors, and quantities.**
- If a proof is provided and you do not respond within **36 hours**, RepShirt may proceed using the latest proof/order details on file.
- If you request changes after approval, additional fees and timeline changes may apply.

7. Turnaround Times and Deadlines

- Standard turnaround is typically **7-10 business days**, starting only when the order meets Section 5.
- Turnaround times are **estimates, not guarantees**, unless a guaranteed deadline is confirmed by RepShirt **in writing**.
- We are not liable for delays caused by suppliers, couriers, weather, holidays, customs, force majeure, or customer delays (missing info, late approvals, late payments, changes).

Force Majeure

No party is liable for delays due to events beyond reasonable control, including fire, flood, severe weather, war, strikes, supplier shutdowns, courier disruptions, government action, or other "acts of God."

8. Rush Orders

- Rush service may be available **24-72 hours** at additional cost, quoted case-by-case.
- Rush timelines apply to **production completion** (ready for pickup/ship), not courier delivery.
- Rush fees are **non-refundable** once production begins.

9. Shipping, Delivery, and Title Transfer

- RepShirt is not responsible for third-party courier delays, loss, or damage.
- Title/ownership and risk of loss transfer to customer **upon handoff to the carrier** or upon pickup.
- If an order is marked delivered by the carrier, it is treated as delivered.

Free Shipping Promotions

- If offered, free shipping applies only to qualified Canadian addresses and qualifying orders, and excludes rush orders.
- **Handling/fulfillment fees** may still apply.

Handling/Fulfillment Fees

- Handling may include packaging, folding, bagging, labeling, sorting, kitting, scheduling, and fulfillment labor.
- Handling fees are separate from courier fees and are **non-refundable**.

International Shipping

- Available by approval only.
- Customer is responsible for duties/taxes/brokerage and customs delays.

10. Colors, Materials, and Industry Tolerances

- Color appearance varies by screens, lighting, dye lots, ink/thread batches, and material blends.
- Unless Pantone matching (or other paid color matching) is purchased, **reasonable color variation is acceptable.**
- Garment sizing and color may vary by manufacturer and dye lot.

11. Print & Embroidery Variation (Quality Standard)

Printing and embroidery are semi-manual processes. Minor variations are normal and acceptable, including: - placement/registration variance, - slight rotation/skew, - minor ink density/thread texture differences, - variation on specialty locations.

Placement Tolerance

- If a specific placement is requested, it is a guide.
- By default, variance within **±4 inches** is considered acceptable unless otherwise agreed in writing.

Seams, Zippers, Pockets, Collars, and Garment Features

- Decoration near/over seams, collars, zippers, pockets, panels, and edges may have inconsistencies.
- If you choose these placements, goods are considered acceptable and not eligible for reprint/refund on that basis.

CMYK / Halftone / Photo Reproduction

- CMYK/halftone/photo printing has inherent variability.
- Differences from source image are expected and not grounds for refund.

12. Embroidery Terms

Digitization

- Digitization is separate from decoration cost and is non-refundable once created.
- Digitized files become customer property once paid and will be released upon request.

Thread Colors

- Thread colors may not match screen proofs; customers needing exact matches must specify thread selections.

13. Customer-Provided Artwork: Rights and License

By submitting artwork, designs, photos, logos, or other content ("Content"), you represent and warrant that:

- you own the Content or have full rights/permission to use it,
- the Content does not infringe copyrights, trademarks, publicity/privacy rights, or any third-party rights,
- the Content complies with applicable laws.

You grant RepShirt a non-exclusive, worldwide, royalty-free license to use, reproduce, modify (as needed for production), and display the Content solely to fulfill your order and to provide customer service.

Promotional Use (Opt-Out)

- Unless you notify us in writing before production begins, you grant RepShirt permission to photograph completed work and use images for portfolio/marketing (website/social media), without disclosing confidential customer details.

14. Copyright / IP Complaints

RepShirt respects intellectual property rights. If you believe Content used in an order infringes your rights, send a written notice to inquiry@repshirt.com with:

- your contact info,
- description of the work claimed infringed,
- where the allegedly infringing material appears,
- a good-faith statement and confirmation you are authorized to act.

RepShirt may remove/refuse Content or cancel orders at its discretion.

15. Misprints, Underruns, and Remedies

What Counts as a "True Misprint"

Eligible misprints typically include:

- wrong print location vs. invoice,
- wrong artwork used,
- gross sizing errors vs. approved spec,
- gross color errors vs. purchased Pantone match.

Not eligible:

- subjective preference,
- minor placement/color variation,
- issues present in customer-approved proofs,
- expected variation described in Sections 10-11.

Remedy

At RepShirt's discretion, we may:

- repair, or
- reprint/replace affected units, or
- credit/refund affected units only.

Underruns

- Industry-standard underruns may occur.

- **Up to 10% underrun** may be considered acceptable and billable as delivered, unless an exact-quantity agreement is purchased/confirmed in writing.

16. Claims Window and Return Requirements

- Claims must be submitted within **72 hours of delivery/pickup**.
- No claim will be processed unless affected items are retained and returned (or made available for inspection) as directed by RepShirt.
- Items sold, distributed, or altered before inspection are not eligible for reprint/credit.

17. Customer-Supplied Goods

- Decorating customer-supplied items is **at the customer's risk**.
- Customer must provide an overage of **5%** (or at least **1 extra per style/color/print**) to cover misprints or process loss.
- RepShirt is not responsible for manufacturer defects, fabric reaction, shrinkage, scorching, dye migration/sublimation, melting, or other issues inherent to the item.
- RepShirt is not liable for consequential damages (lost profits, event costs, etc.).

18. Product Availability and Substitutions

- Blank inventory changes constantly; availability is not guaranteed.
- If an item is out of stock/backordered, RepShirt may substitute a comparable or upgraded item to meet timelines.
- If you require substitution approval, you must notify us **in writing before order processing**.

19. Order Changes, Cancellations, and Restocking

Changes

- Changes after processing are not guaranteed and may require new setup costs, additional shipping, or schedule changes.

Cancellations

- Cancellations are only possible before production/garment manipulation begins.
- A **15% restocking fee** plus any incurred costs (artwork time, setup, ordered blanks, screens, digitizing, etc.) will apply.
- No cancellations once production begins.

20. Warranty Disclaimer

Services and site are provided "as is" and "as available." To the fullest extent permitted by law, RepShirt disclaims all warranties, including merchantability, fitness for a particular purpose, and non-infringement.

21. Limitation of Liability

To the fullest extent permitted by law: - RepShirt's total liability is limited to the **amount paid for the affected goods/services**. - RepShirt is not liable for indirect, incidental, punitive, special, or consequential damages.

No Class Actions

Disputes will be resolved on an individual basis only; no class/collective/representative actions to the extent permitted by law.

22. Indemnity

You agree to defend, indemnify, and hold harmless RepShirt, its owners, employees, contractors, and partners from any claims, damages, costs, and expenses (including reasonable legal fees) arising from: - your Content, - your breach of these Terms, - your misuse of our Services, - infringement claims related to your Content.

23. Governing Law

These Terms are governed by the laws of **Ontario and Canada**, and disputes are subject to the exclusive jurisdiction of Ontario courts.

24. Entire Agreement and Severability

These Terms (and any invoice/statement of work) are the entire agreement. If any provision is unenforceable, the remaining provisions remain in effect. No waiver is effective unless in writing.

25. Acceptance

By placing an order with RepShirt Inc., you acknowledge you have read, understood, and agree to these Terms & Conditions.

REPSHIRT INC. – PRIVACY POLICY

Last updated: January 2026

RepShirt Inc. (“RepShirt,” “we,” “us,” or “our”) respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect personal information when you visit our website, request a quote, place an order, interact with us online or offline, or use any of our services (collectively, the “Services”).

This policy should be read together with our **Terms & Conditions**.

1. What We Collect

We may collect the following categories of information:

A) Information you provide to us

- Contact details: name, email address, phone number, company/organization name
- Billing and shipping details: address, delivery instructions
- Order details: products, sizes, quantities, customization notes
- Artwork/files you upload or send to us (logos, designs, photos, names/numbers)
- Communications: emails, chats, phone call notes, messages, and customer service requests
- Marketing preferences: newsletter signups, opt-in/opt-out choices

B) Information collected automatically

- Device and browser information (IP address, browser type, operating system)
- Website usage data (pages viewed, clicks, referring/exit pages)
- Approximate location (derived from IP)
- Cookies and similar tracking technologies (see Section 6)

C) Payment information

- Payments may be processed by third-party payment providers.
- **We do not store full credit card numbers** on our servers. Payment providers may collect and store payment data under their own terms and policies.

2. How We Use Your Information

We use personal information for the following purposes: - To provide quotes, process orders, and deliver products/services - To communicate about orders (confirmations, proofs, updates, shipping/pickup) - To provide customer support and resolve issues - To improve our website, services, quality control, and operations - To prevent fraud, protect security, and enforce our Terms - To comply with legal obligations and respond to lawful requests - To send marketing communications (where permitted by law and/or with consent)

3. Marketing Communications

- You can unsubscribe from marketing emails at any time using the link in our emails or by contacting us.
- Transactional messages (order updates, proofs, invoices, delivery notices) are not marketing and may still be sent.

4. How We Share Information

We do **not** sell your personal information.

We may share information with: - **Service providers** who help operate our business (website hosting, analytics, email/SMS tools, payment processors, shipping/courier providers, design/digitizing partners, and suppliers). They are authorized to use personal information only as necessary to provide services to us. - **Suppliers and decorators** when needed to fulfill your order (e.g., blank goods suppliers, specialty finishing partners). - **Legal and compliance** where required to comply with law, enforce our Terms, protect our rights, prevent fraud, or respond to lawful requests.

We may share non-identifiable, aggregated analytics data (e.g., traffic statistics) for business and marketing purposes.

5. Artwork, Files, and Customer Content

- Customer-submitted artwork/files ("Content") are used to produce your order and provide customer service.
- We may store Content and production files for reorders and support.
- Unless you opt out in writing before production begins, we may photograph finished products for portfolio/marketing use without disclosing sensitive details (see Terms & Conditions). If you want confidentiality, tell us in writing.

6. Cookies and Tracking Technologies

We use cookies and similar technologies to: - remember your preferences and cart (where applicable) - understand site performance and user behavior - improve user experience and marketing effectiveness

You can control cookies through your browser settings. Disabling cookies may affect website functionality.

7. Security

We use reasonable administrative, technical, and physical safeguards to protect personal information, including: - secure networks and access controls - malware/vulnerability monitoring - encryption in transit (e.g., SSL/TLS) on supported pages

No system is 100% secure. You acknowledge that transmission of information online carries some risk.

8. Data Retention

We retain personal information only as long as necessary for: - fulfilling orders and providing services - maintaining business records (accounting, warranty/claims, tax) - preventing fraud and resolving disputes - complying with legal obligations

We may retain order history and production files to support reorders unless you request deletion where legally possible.

9. Your Rights and Choices

Depending on your location and applicable law, you may have rights to: - request access to personal information we hold about you - request correction of inaccurate information - request deletion of information (subject to legal/contractual retention requirements) - withdraw consent for marketing

To make a request, contact us using the details below. We may need to verify your identity.

10. Third-Party Links

Our website may include links to third-party websites. We are not responsible for the privacy practices of third parties. Review their policies before providing personal information.

11. Children

Our Services are not intended for children under the age of 13. We do not knowingly collect personal information from children under 13.

12. Compliance With Email Laws (CASL / CAN-SPAM)

We comply with applicable commercial email laws, including Canada's Anti-Spam Legislation (CASL) and the U.S. CAN-SPAM Act where applicable. You can opt out of marketing emails at any time.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised "Last updated" date.

14. Contact Us

If you have questions about this Privacy Policy or want to make a privacy request, contact:

RepShirt Inc.

Website: www.repshirt.com

Email: inquiry@repshirt.com

Phone: 365-777-4478

REPSHIRT INC. - RETURN, REFUND & CANCELLATION POLICY

Last updated: January 2026

Because RepShirt Inc. ("RepShirt," "we," "us") produces **custom-made and decorated products**, returns and refunds are limited and governed strictly by this policy and our Terms & Conditions.

1. Claims for Errors or Defects

Eligible Claims

Claims for **misprinted, damaged, or defective items caused by RepShirt** must be submitted **within 72 hours of delivery or pickup**.

For shipments lost in transit, claims must be submitted **within 60 days of the estimated delivery date**.

Claims deemed to be RepShirt's error will be resolved **at our discretion** by: - repair, - reprint/replacement of affected units, or - credit/refund of affected units only.

No claim will be processed unless: - the issue is reported within the required timeframe, **and** - the affected items are retained and returned or made available for inspection as directed.

Items that have been worn, washed, sold, distributed, altered, or discarded are **not eligible** for claim resolution.

2. Non-Returnable Items (Custom Orders)

All decorated/custom products are **final sale**.

We do **not** accept returns or refunds for: - sizing or fit issues, - buyer's remorse or change of mind, - subjective dissatisfaction, - minor color or placement variation within industry tolerances, - errors present in customer-approved proofs or order confirmations.

It is the customer's responsibility to: - review sizing charts before ordering, - request samples if fit is critical, - review and approve all artwork, spelling, names, numbers, and placements prior to production.

Garment sizing may vary slightly by manufacturer and dye lot and is considered acceptable.

3. Proof Accuracy & Reprints

If the final product materially differs from the **approved proof/order confirmation** due to RepShirt's error, RepShirt will reprint the affected items **at no additional charge**, provided that: - the claim is submitted on time, and - the original items are returned as directed (RepShirt will cover return shipping for approved claims).

4. Wrong Address / Unclaimed Shipments

- **Incorrect or insufficient address:** If a shipment is returned due to an address provided by the customer, the customer is responsible for **reshipment costs**.
- **Unclaimed shipments:** Returned shipments due to refusal or failure to collect are subject to **reshipment fees**.

RepShirt is not responsible for delivery failures caused by incorrect address information.

5. Exchanges

Decorated Items

- **No exchanges** are offered on printed, embroidered, or otherwise decorated items.

Blank Garments (Undecorated Only)

- Exchanges may be considered **only for unused, undecorated garments**.
- Items must be returned in original condition.
- Exchanges are subject to:
- a **25% restocking fee**, and
- customer-paid return shipping.

- Exchanges are processed only after items are received and inspected.

6. Cancellations

All orders are **made-to-order** and typically enter processing immediately.

- Cancellations are **not guaranteed**.
- If a cancellation is approved **before production begins**, a **minimum 15% restocking/administrative fee** plus any incurred costs (artwork, setup, ordered blanks, screens, digitizing, shipping, etc.) will apply.
- **No cancellations** are accepted once production, decoration, or garment manipulation has begun.

7. How to Submit a Claim

To request a claim or report an issue, email:

inquiry@repshirt.com

Subject line: **Return / Claim Request – Order #**[Your Order Number]

Include: - order number, - description of the issue, - clear photos of the affected items and packaging.

8. Policy Supremacy

This Return, Refund & Cancellation Policy is governed by and must be read in conjunction with RepShirt Inc.'s **Terms & Conditions**. In the event of a conflict, the Terms & Conditions shall prevail.

By placing an order with RepShirt Inc., you acknowledge and agree to this policy in full.