

IMPORTANT: READ THIS FIRST!

It's important to understand how to use these templates before you implement them. Here's how.

Below are two versions of terms & conditions you could use with your customers. They are slightly different, but cover the same crucial details:

- Important Dates (Opening, closing, production, in-hand dates)
- Contact Info
- Minimums for Fulfillment
- Important Policies (Returns, fulfillment, etc.)

Any item that is underlined will need to be customized with your details.

Read these terms and conditions carefully to ensure they're exactly how you handle online stores. You may use or modify these as you wish. We suggest using your own branded language, colors, and logos.

Finally, we urge you to go through the terms and conditions with your customers. A signature is adequate, but actually reading through the important details helps reduce mistakes and set clear expectations for your customer.

Good luck and keep pushing, Print Hustlers!

Version 1: Online Store Terms and Conditions

Your Shop (i.e. Wooden Cotton Printing)

Your Client (i.e. Cumberland Parks Department)

Effective: Date

We are thrilled that you have chosen to sell your merchandise with an online store!

To ensure the smoothest possible experience for you, we have set out clear terms and conditions.

If you have any questions or concerns, please contact (Name) at (Email/Phone) by (Date).

TO START YOUR ORDER: Sign and return this form to (Email Address) as soon as possible.

This document is an agreement between (Your Shop) and (Your Client) pertaining to (Your Client's) online store for their order (Invoice Number) for an estimated (Quantity) garments to be delivered by (Date).

(Your Shop) will furnish, fulfill, and maintain all online services related to (Store Title) if all requirements are met.

I agree: _____

REQUIREMENTS

Minimums for fulfillment

Per our agreement, if (\$X) or (Quantity) in garments are not ordered by (Date) through the online store, the order will not be fulfilled and the store will be canceled.

If the agreed-upon minimums are met, we will fulfill order #(Invoice number) at or by (Date).

We will notify you via email on (Date), or approximately 3-5 days before the closing date, to inform you whether your order will be fulfilled.

Under no circumstances can we fulfill orders that do not meet the agreed-upon minimums. However, we promise a minimum of 3 days notice if your order does not meet minimums. Contact us immediately if you are concerned that your store is not going to meet minimums.

Store duration

Per our agreement, your online store (Store Title) will run from (Open Date) to (Close Date). As agreed, we will contact you on (Date) to inform you of your store's status.

Under no circumstances may we extend store deadlines. Please ensure that the dates above do not conflict with your organization's schedule.

I agree: _____

POLICIES AND PROCEDURES

Misprints, missing items, and other errors

(Your Shop) guarantees (90%) accuracy on this order. We will (refund/replace) up to 10% of the (order value/order quantity) in the case of misprints or missing items.

For misprints, the garment must be returned to (Your Shop) within (14 days) of the online store closing. *A misprint is defined as a defect that is a direct result of a production error in (Your Shop).*

For missing items, the garment must be requested through (Liason name) at (Email/Phone) within (14 days) of the online store closing. We will refund or replace up to (value/quantity) in missing garments. *A missing item is defined as an item that was purchased and accounted for but was not received by the customer.*

We assume **no liability** for errors made by you or your customers, including:

- Sizing errors (i.e. customer puts in wrong sizes)
- Customization errors (i.e. customer enters wrong name or number for customization)
- Shipping and address errors (i.e. customer inputs wrong address for delivery)
- Customer dissatisfaction (i.e. customer does not like color or material)

Refunds, cancellations, and returns

Customers may cancel orders at any time before the store's closing date (Date). They must contact (Liason) at (Email/Phone) immediately with their order details.

You may ask to cancel and close a store within (7 days) of placing your order. However, you will lose your initial deposit.

We do not offer any refunds or returns once a store has closed. In the case of an emergency, we may be willing to work with you to make arrangements to delay delivery or production.

I agree: _____

Version 2: Online Store Terms and Conditions

Store Opening Date:

Store Closing Date:

Order Minimum:

Estimated Delivery Date:

Upon approval of your mockups and proofs, you, (Customer Name), agree to these terms & conditions for the online store created by (Print Shop Name) for (Customer Name).

ATTENTION: Select one of the setup options below (or create your own).

Setup Fee (Option 1)

You agree to pay a one-time, non-refundable setup fee of (\$100) on (Date) before your store is live.

Setup Fee (Option 2)

You agree to pay a refundable (\$150) deposit. This deposit shall be returned within 10 days of (Date of Store Closing). If your store does not meet the agreed-upon minimum sales, you forfeit this deposit.

I agree: _____

Cancellation Policy

You may cancel your online store, but forfeit your deposit / setup fee, up to (5 days) before the (Store Closing Date). Please contact us immediately if you need to cancel the store.

I agree: _____

Order Deadlines and Minimums for Fulfillment

The order minimums for fulfillment we have agreed upon are:

By (Date), (\$1,000) in sales or (80 pieces) ordered.

We will notify you (3 business days) before the store closing date, (Date). If order minimums are *not* met, your store will be closed and the order will not be fulfilled.

Please contact us at any time via (Email) to check on the status of your store!

I agree: _____

ATTENTION: Select the correct fulfillment details (depending on whether you're providing merchandise for a specific date/event or on a more flexible basis)

Fulfillment Details (Option 1)

We will print, bag, tag, and ship your order within (5 days) of the store closing date. Please contact us for a more accurate estimated delivery date.

Fulfillment Details (Option 2)

We will print, bag, tag, and ship your order for arrival before your event on (Date). Please contact us at any time for an update on the status of your order.

I agree: _____

Changes, Missing Items, Refunds and Exchanges

While we strive for 100% accuracy, mistakes can happen.

Within (14 days) of shipping, we will replace, refund, or exchange (at no additional cost) up to (10%) of the total order quantity. This includes:

- Missing items
- Misprinted items

We cannot make exceptions for *customer ordering errors* such as misspellings or sizing errors. If a customer makes an error while ordering through your store, have them cancel their order and re-order with the correct information.

Great care has been taken to ensure that every garment is accounted for. All items will be listed in the included packing slip. Please check carefully for accuracy and notify us immediately of any problems.

I agree: _____

Late Orders

No late orders can be accepted after (Store Closing Date). No changes can be made to orders after (Store Closing Date).

I agree: _____