

Visage Policies and Guidelines

Purchase Orders: For fastest turnaround please include the following in your purchase order: art file, garment style & color, quantity, size breakdown, imprint colors, imprint location, in hands date, ship to address or pickup, tracking numbers from the warehouse in which you ordered from and any special instructions.

Artwork: Please send vector files if possible AI, PDF, CDR and EPS are all acceptable files. JPEGs, PNG, TIFF or WORD are not vector files and will have to be redrawn and may incur an art charge. When receiving an art proof please look it over carefully for any possible errors, once it's approved we will not be held responsible for errors.

Specialty Inks: Any inks that are outside our standard plastisol inks, which include Polyester, Metallic, Shimmer, Puff, Nylon, Softhand, Glitter, Glow in the dark, and Barrier Grey. These inks cost us significantly more than standard plastisol, adding a .25 per piece surcharge.

Turnaround: Average turnaround is about 7-10 days depending on how busy we are at the time. The clock starts once we receive a purchase order, art & garments. Just a purchase order will not hold your place in line. When garments arrive from multiple warehouses we wait until all the garments are here before it goes to production. Revising your order could move your print date back,.

Rush Orders: Any order that is needed in less than our standard turnaround time will incur a rush charge.

Shipping: All orders are shipped via UPS ground unless instructed otherwise. Other carriers such as FedEx or messenger must be scheduled by the customer. We do not insure any shipments unless instructed otherwise. Once orders leave our facility we assume no responsibility for delays, lost or damaged boxes. Any special instructions need to be in writing via PO or email.

Misprints: There is a 2% misprint allowance in which we will not replace the customers garments. If we print an order incorrectly, claims must be made within 14 days of receiving the order. We are not responsible for errors on a purchase order or sending us the wrong art file. Please look at your mockup carefully to insure everything is correct before approving it.

Terms: All orders must be paid before shipping or pickup.