



GENERAL GUIDELINES

At JG Graphics we offer high quality screen printing, embroidery, promotional products, and logo design services for all occasions. Our professional staff is dedicated to helping our clients get exactly what they need, when they need it, and with the highest quality. We partner with the largest distributors in the industry to ensure a wide selection of garments and goods to construct the perfect custom gear for you and your team. Whether it's t-shirts for an upcoming work event, embroidered hats for your sports team or anything in between...

JG Graphics has got you covered!



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GENERAL GUIDELINES

ORDER SUBMISSION:

- All orders must be submitted through the following:
 - Customer submits order through online order form:
 - Email, Social Media, Walk-in, etc.
 - Wholesale accounts submit order through Purchase Order:
 - All services must be included in one PO
- All order submissions must include:
 - Artwork - Placement, imprint color/size corresponding to garment color.
 - Request for design - Using our in-house design team
 - \$45/hr - Printing with JG Graphics
 - \$65/hr - Design Work ONLY
 - Blanks Information - Products used, quantity, size breakdown.
- Minimum Quantities
 - Screen Printing - **25**
 - Embroidery - **12**
- Order information will be sent back in a proposal for final approval.
 - Proposal will include price, artwork, proof(s), sizing, products used and customer due dates.
 - Proposals must be approved prior to production and approved through Printavo only (not phone or email).

Are You Ready? Approval

Approve

Decline

Quote #9697

Moonraker - Sticky - SP | Tees *Due 4/18*

JG Graphics
11470 Sunrise Gold Circle
Ste 1
Rancho Cordova, California 95742

QUOTE

Thank you for your business!

Delivery Method	Deliver
Created	December 12, 2023
Customer Due Date	April 17, 2024

Category	Item #	Color	Description	XS	S	M	L	XL	2XL	3XL	4XL	5XL	Quantity	Items	Price	Total
T-Shirts	6210M	Cream	Next Level - CVC T-Shirt - 6210		10	25	45	45						125		



PRODUCTION SCHEDULE:

- Regular Production is 10-15 business days from approved Proposal.
 - Any order with a combination of services, please provide an additional 7 days for pick up and/or delivery.
 - Any order with customization (names, numbers, etc.), please provide an additional 3 days for pick up and/or delivery.
- Wholesale Production is 10-15 business days from approved Proposal.
- Complete order forms (and/or POs) and artwork must be received prior to being placed on production schedule for final Proposal approval.
- There are no exceptions to these rules as they are set upon the time of Proposal approval (artwork and proof included). These terms must be understood and rush charges will apply to any job under the related terms.
- If providing goods (wholesale jobs included), they must be received by JG Graphics 3 business days prior to set production date to avoid any delays.

PAYMENT:

- We accept cash, check, and all major credit cards.
- An initial desposit of 50% is required upon approval (unless net terms discussed):
 - A final invoice payment will be sent after job completion and must be paid in full.
- Payment and net terms are determined based on pre-approval process.
- Late fee charges will begin after net terms and will occur as the following:
 - 1-15 days: 5%
 - 16-30 days: 10%
 - 31-60 days: 25%
 - 61+ days: 50%





RUSH CHARGES:

- All rush jobs will be determined based on schedule availability.
- Scheduling begins when the proposal (proof included) is approved.
- Approvals received after 3PM will be scheduled for the next business day.
- Rush fees:

Fee	Description	Qty	Amount	
Rush 1 Day	Fastest Turn Around Time - 1 Business Day Rush Charge	1	100	% ▾
Rush 2 Days	2 Business Days	1	35	% ▾
Rush 3-4 Days	4 Business Days Max	1	25	% ▾
Rush 5 Days	5 Business Days Rush Charge	1	15	% ▾
Rush Peak Season	10 Business Days Rush Charge	1	10	% ▾

In order to meet your rush requirements all corresponding artwork and rush information needs to be included in the original order and/or purchase order.

SHIPPING AND RECEIVING

- Receiving - All goods that are provided by the customer must be in a box and/or bag, with the correct corresponding order / PO (number included).
 - CUSTOMER PROVIDED GOODS ARE **AT YOUR OWN RISK**
 - **JG GRAPHICS IS NOT RESPONSIBLE FOR REPLACING ANY ITEMS**
- Receiving - All provided good will be counted and verified by JG Graphics for production. If missing items or incorrect totals, customer will be subject to a charge (\$25.00) and the corresponding job will be delayed on production schedule until resolved - three days after receiving all goods.
- Shipping - If provided shipping address is incorrect, customer will be subject to an additional charge (\$15.00) and shipping will be delayed until resolved.
- Shipping fees are based on the following:
 - Weight, dimension, Zip Code, Delivery time.
- Shipping Requests - All requests need to be included in original order / PO.
 - If no PO is available JG Graphics will add to order via Email for verification.



- Shipping - All tracking numbers will be provided on proposal as they become available.



- Pick Up - Available during work hours (Mon-Fri / 9-4) or upon request.
- Pick Up - Any items not picked up for 3 months after payment, will be donated to local charity. Thanks for your donation!
 - Any payments made will NOT be refunded

JG Graphics is NOT responsible for any lost or damaged shipments. We are also not responsible for delayed delivery or any errors with shipping companies. Please contact the shipping company (UPS, FedEx, USPS) with any questions or concerns.

ART ISSUE / SPOILAGE

- If thread and ink color(s) were approved on final proposal and proof, JG Graphics is not responsible for any garment / color clashing.
- Allowable Limits - Regular Fabrics
 - Light Garments - One garment or 2% (whichever is greater)
 - Dark Garments - One garment or 4% (whichever is greater)
- Allowable Limits - Specialty Fabrics - 100% Polyester, tri-blend, pigment dyed garments, camo, sublimated goods:
 - Light Garments - One garment or 4% (whichever is greater)
 - Dark Garments - One garment or 6% (whichever is greater)
- If spoilage pieces need to be replaced, allow 7-10 business days for pick up / delivery on replacement goods.
- Specialty Fabrics may need an additional color (blocker) to be used as an underbase.
 - These materials tend to have dye inconsistency and most will need a grey (poly white) blocker base to help with bleed, migration and color change in finished products.



- If spoilage pieces need to be replaced, allow 5 business days for pick up / delivery on replacement goods.

At JG Graphics it is our goal for no spoilage but accidents do happen so we make sure to have a solution when it does. We will credit your account or make a visible discount on final invoice depending on individual customer needs / wants.

JG Graphics is not responsible for any customer supplied goods

Any goods that are supplied by the customer is *AT YOUR OWN RISK* as we will try our best but sometimes are not able to replace some customer provided goods. We prefer to work with our suppliers as these garments have been tested to ensure quality, durability, and they can easily supply us with replacements as needed. Working with customer supplied items that we have not tested or worked with before can lead to errors through a variety of factors and sometimes is beyond our control. If you as the customer still want to provide your own goods, you understand that it is *AT YOUR OWN RISK* and all artwork must be approved through final proposal before any production begins.

CONTACT:

Sales: sales@jg.graphics
Design: design@jg.graphics
Finance: finance@jg.graphics
Customer Service: info@jg.graphics

All orders must be submitted through online (www.jg.graphics/pages/ordering) or email (sales@jg.graphics).



PROOFING GUIDELINES

PROOFING:

- JG Graphics uses proofs as a way to give all parties involved a better understanding and visual of the final product. The proof provides the layout of what the final product looks like on the selected good(s). With the ability for the visual proof approval it streamlines the process and limits misunderstandings for final creation/look of each product.
- All proofs will be included in the proposal under the related line item for customer final approval. JG Graphics will allow for two changes (on final proofs) free of charge, but after the two free changes we will include a design fee of \$5 per request.
 - Ex: If you want to change the font of the design, then you choose to change the color of the design; both of those will be free of charge. If another change request is submitted for a placement move, an art fee of \$5 will be added. If another change request is submitted for a design size change, another art fee of \$5 will be charged. If this includes all the necessary changes, the total art fee will be \$10.
- If you would like a design prior to proofing, we can provide that service and all design fees will be included in the final proposal.
 - **For design information see *LOGO DESIGN* (pg.11) Section**
- Before clicking the final proposal approval button, we ask that you carefully review the full proof included in the proposal. Check the following to make sure they are correct: Size of graphics, logo placement, colors, spelling, and any special requests that have been included in the PO.

JG Graphics is not responsible for proofs that are approved with incorrect information



ANATOMY OF A PROOF:

CUSTOMER: Moonraker Millhouse		OFFICIAL PROOF																										
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Each proof will include the following for final verification: Customer Name, Visual Representation, Front Color(s), Back Color(s), Left Sleeve Color(s), Right Sleeve Color(s). As mentioned before, **make sure each part of the proof is closely looked over for correctness before clicking proposal approved.**

The above proof will be created for each product style that is selected by the customer. The proof will be attached to the corresponding line item on the full proposal for customer final approval.

*If you have any questions on the proofing process, feel free to contact our customer service at:
info@jg.graphics*

CONTACT:

Sales: sales@jg.graphics
Design: design@jg.graphics
Finance: finance@jg.graphics
Customer Service: info@jg.graphics

All orders must be submitted through online (www.jg.graphics/pages/ordering) or email (sales@jg.graphics).



SCREEN PRINTING

OVERVIEW:

- All printing is based directly off the customer approved proposal and proof.
- All re-orders will use previous proposal and proof(s) for artwork approval.
- An under base will be added in the following circumstances:
 - Dark colored garments (+5% fee)
 - 100% Polyester/nylon/spandex style garments will receive a blocker under base or an ink that will eliminate any color bleeding (+5% fee).
- All screens and films used for production are owned by JG Graphics.
- All files are stored in the customer job for access through Printavo.
- Minimums - **Quantity 25**
- **Any re-setup due to customer error will be charged \$50/color.**
- **On press approvals need to be coordinated, JG will wait 20 mins then charges will apply.**

ARTWORK:

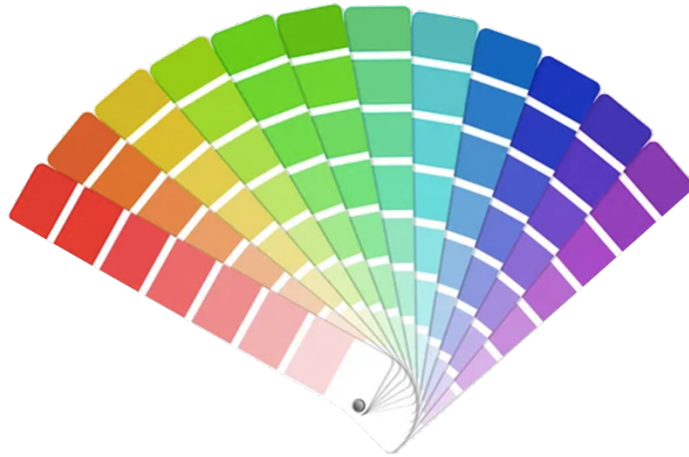
- Proof delivery 24-48 hours upon final artwork submission.
- All files types (.ai, .psd, .eps, .pdf, .png, .jpef) can be processed but we prefer vector artwork to avoid any additional design charges.
- Preferred artwork files are as follows:
 - Vectored art files | .AI, .PSD, .EPS
- Additional charges for artwork correction start at \$25 and increase depending on design/logo complexity.
- For any questions regarding acceptable artwork, please see the artwork section or ask for it to be emailed to you again for review.





IMPRINT COLORS:

- Pantone colors will be mixed in house and custom pantone colors will be \$25/color
 - This fee is applied when the customer needs an exact match
- Colors will represent different on a screen and paper proof compared to the pantone chart. **Due to this JG Graphics has a 90% accuracy acceptance.**
- If imprint color(s) not specified, JG Graphics will make the decision based on a previous order and/or our professional printing experience.



EMBROIDERY

OVERVIEW:

- Proposals for all jobs will be based on original artwork stitch count and placed into a category: X-Small, Small, Medium, Large, X-Large, HUGGGEEEE
 - All pricing subject to change until final art approval is completed.
- All samples will be done on flat sew outs prior to job production.
 - Logo may vary from flat sewn sample to the final product/garment.
- Standard Production times of 10-12 days after final proposal and proof approval.
 - Expect delays when personalization (names/numbers) are included.
- Minimum - **Quantity 12**



ARTWORK:

- Proof delivery 24-48 hours upon final artwork submission.
- All file types (.ai, .psd, .eps, .pdf, .png, .jpef) can be processed but we prefer vector artwork to avoid any additional design charges.
- Preferred artwork files are as follows:
 - Vectored art files | .AI, .PSD, .EPS
- Additional charges for artwork correction start at \$25 and increase depending on design/logo complexity.
- For any questions regarding acceptable artwork, please see the artwork section or ask for it to be emailed to you again for review.

THREAD COLORS:

- Thread colors will be matched as close as possible to the requested color(s).
 - **Accuracy of 90% match on all colors**
- Pantone and PMS colors will be used to verify final thread colors.





VINYL TRANSFER / CUSTOMIZATION

OVERVIEW:

- Process used for the following options
 - Full Color Logo
 - Name / Number (Small and Large Options)
 - Metallic Finish
 - Pattern Artwork
- Pricing is based off the size and color of the artwork and customization.
- JG Graphics is not responsible for incorrect information provided and approved.
 - Grammar / spelling errors, final color(s)
- Allow for an additional 5-7 days production time if customization added to a product or garment with another decorated style.

PROMOTIONAL PRODUCTS

OVERVIEW:

- Offering all promotional products to make your experience a one stop shop.
- Popular examples:
 - Glassware, Tumblers, Coasters, Bottle Openers, All Key Chains, etc.



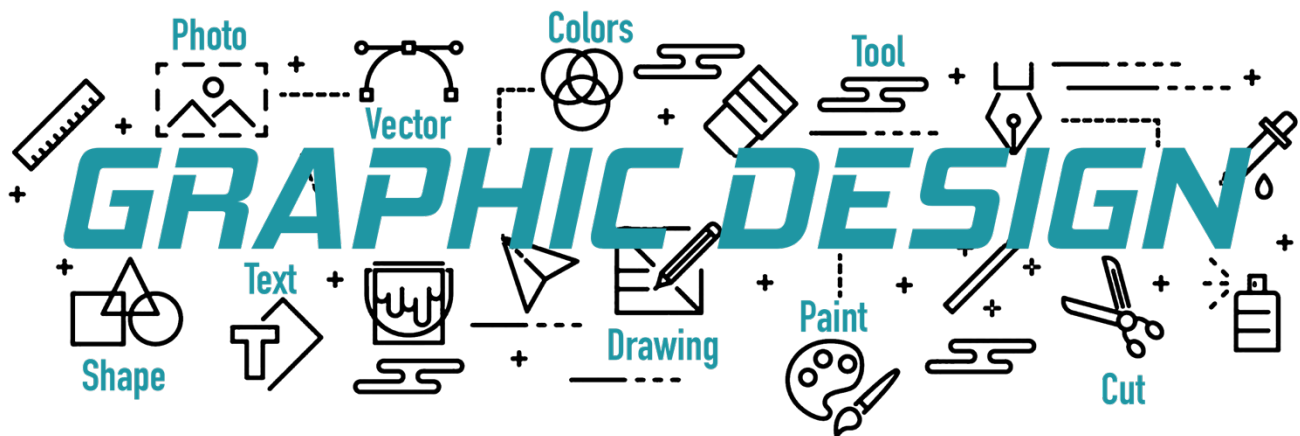
- Any special requests or questions on any products feel free to contact our sales team.
- Contact JG Graphics for any questions and/or more information on ordering:
 - promo@jg.graphics



LOGO DESIGN

OVERVIEW:

- In-house graphic design
- Pricing:
 - \$65/hour - Design Only
 - \$45/hour - Printing with JG Graphics
 - 1 Hour Minimum
- Vectorization for all logos is a flat rate of \$25
 - **Additional fees to apply based on size and complexity**
 - Extended time is required if a logo needs to be vectorized
- Digitization for all logos is a flat rate of \$25
 - No fee for all orders done through JG Graphics and Quantity 25+
- Our design team will discuss pricing options and an estimated time for each individual job.





PRINT LOCATIONS AND SIZING

OVERVIEW

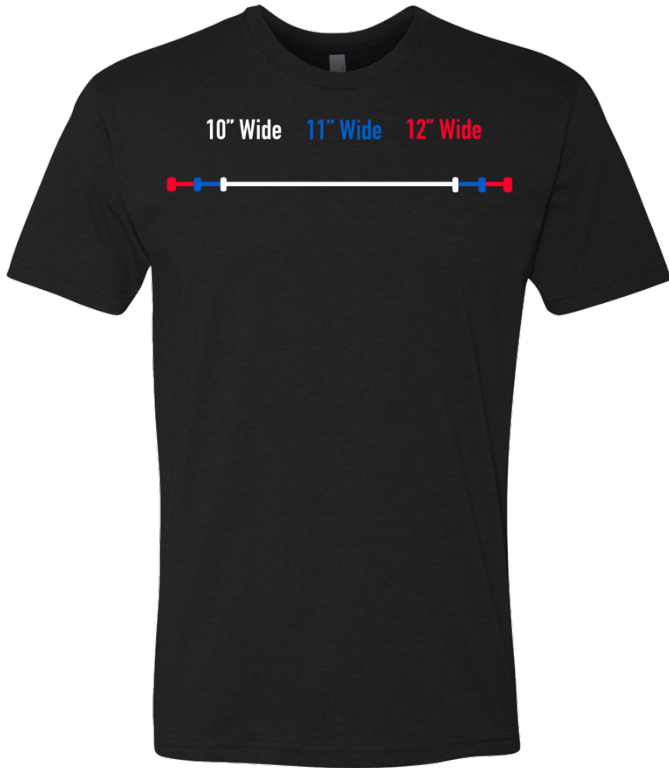
- All logo placement and sizes are based on S-XL garments.
- These diagrams are used as an example and all sizing is subject to change based on artwork and/or garments used in the order.
- Contact customer service if any additional questions
 - info@jg.graphics
- See diagrams below for standard sizing for artwork and placement.

Based in Rancho Cordova, CA, JG Graphics consists of a small team who have dedicated years to the craft of screen printing, embroidery & custom apparel. We specialize in promotional items for breweries, wineries & local businesses.

sales@JG.graphics
📞 916-400-0638



PRINT SIZING CHART





PRINT LOCATIONS AND SIZING



Full Front
Max 13" w x 16" h



Full Back
Max 13" w x 16" h



Pocket Front
Max 4" w x 4" h



Upper Neck Back
Max 4" w x 4" h



Side Seam
Max 13" w x 13" h



Lower Back
Max 13" w



Side Front
Max 16" h



Above: 3.25" w x 4" h
On Pocket: 3" w x 3" h



LADIES Chest
Max 4" w x 4" h



Full Front
Max 13" w x 16" h



Full Back
Max 13" w x 16" h



Collar Pocket
Max 4" w x 4" h



YOUTH Full Front
Max 10" w x 12" h



YOUTH Full Back
Max 10" w x 12" h



Tee Sleeve
Max 4" w x 4" h



Long Tee Sleeve
Max 3.25" w x 15" h



PRINT LOCATIONS AND SIZING



ADULT Full Front
Max 13" w x 10" h



ADULT FULL BACK
Max 13" w x 15" h



YOUTH Full Front
Max 10" w x 8" h



YOUTH Full Back
Max 10" w x 10" h



Tank Full Front
Max 12" w x 15" h



Neck: Max 2" w x 2" h
Full Back: Max 12" w x 15" h



Right/Left Leg
Max 4" w x 4" h



Side Seam
Max 5.5" w x 10" h



Right/Left Hip
Max 4" w x 4" h



Side Leg
Max 5.5" w x 15" h



Number - Custom
Tall: 10" / 8" / 6" / 4"



Name - Custom
Max 12" w x 2.5" h



Full Front
Max 4" w x 2.25" h



Right/Left Panel
Max 2.5" w x 2.25" h



Side
Max 2.5" w x 2.25" h



Full Front
Max 4" w x 2" h



TERMS AND CONDITIONS

CANCELLATIONS

- All cancellations must be in writing (email or in person).
- Orders already produced can NOT be cancelled.
- Any order cancelled prior to production will be charged for all costs leading up to the cancellation.

PRODUCTION TIME

- Start date is determined when the customer approves the final proposal and proof(s).
- Once approved, orders are scheduled for 10-15 days completion time.
- Updates and changes will be discussed with customer.

UNCLAIMED ORDERS

- **All orders must be paid at pick up**
 - If previously agreed Net terms - Those will be reenforced
- Any unclaimed orders after 3 months will be donated.
 - No payments will be refunded

COLOR MIGRATION (Print Color Change)

- Dye migration occurs when a garment is heated and the color tries to escape in a gas form and gets stuck in the ink that is applied.
- This process will cause the ink to change a slight color or completely and can occur day of printing up to weeks after the curing process.
- Garment types - Polyester, Nylon, Pigment Dyed, Dye Sublimated fabrics.
- JG Graphics uses inks and additives designed to avoid this issue, but with some materials it is near impossible.
- **As we cannot control dye migration on some garments, the customer must have full understanding happening and accept the risk when printing on these types of material.**





UNIQUE PRINTING REQUESTS

- Printing over seams, zippers, collars, or any other unique garment makeup can lead to ink build up, poor coverage, varying print sizes, consistency issues, and mis-registration.
 - Some restrictions can occur and customer will be contacted for approval and to accept the risk of printing on these unique styles.
- Neck Label (inside tag) Printing:
 - The inside print will typically show through to the outside.
 - More noticeable when the color difference between the garment and ink is more drastic.
 - To try and avoid this, JG Graphics suggests using a dark grey color for all inside Neck Label (tag) printing.

TOLERANCE

- **JG Graphics allows for up to 10% movement in any direction of the print**

GARMENT REACTION TO HEAT

- The heating process is a vital step in the process but can cause some issues that the customer must understand:
 - Garments may shrink slightly
 - Garments tags can curl and shrink
 - Print may shrink with the garment when final heat is used for curing.
- JG Graphics does its best to avoid these issues but some are out of our control and cannot be held responsible.

4 COLOR PROCESS PRINTING

- This process uses small dots laid on top of one another through CMYK.
- **This printing style allows for a full range of colors in the print, but exact pantone matches are not possible.**
- If exact pantones are necessary, additional spot color screens can be added.





QUALITY CONTROL ISSUE

- Upon receiving your order, check for accuracy.
- **If any issue is noticed, all claims must be made within 48 hours (2 days) of receiving your order.**

SHIPPING

- Charges all vary based on the following:
 - Actual weight, dimensions, distance traveled, shipping speed, service preference.
 - The rates change daily based on outside sources that we cannot control
- Prompt delivery of goods will be ensured if final shipping instructions are confirmed and accepted 24 hours (1 day) prior to shipping.
- If no shipping account is provided on PO, JG Graphics will ship through their account and charges will be applied to final invoice.
- All shipping instructions must be clear on all orders (POs) including reorders.



THANK YOU FOR YOUR BUSINESS

Sales: sales@jg.graphics
Design: design@jg.graphics
Finance: finance@jg.graphics
Customer Service: info@jg.graphics

All orders must be submitted through online (www.jg.graphics/pages/ordering) or email (sales@jg.graphics).