

## Disclaimer, Terms of Service and Conditions

Thank you for choosing SNAPARTWERKZ for your custom apparel, merchandise and graphic design. Please read the following Disclaimer, Terms of Service and Conditions ("Terms") in detail as it applies to all of SNAPARTWERKZ clients ("Clients") and SNAPARTWERKZ transactions with its clients. The Terms may change at any time and without prior notice, so please check the Terms frequently. If you have any questions, please contact SNAPARTWERKZ at the contact information found herein.

By accessing SNAPARTWERKZ, <https://snapartwerkz.com/> (the "Site") or by processing a payment, or by signing Your Invoice, You, the Client, agree to all of the terms and conditions found in the Terms.

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## Turnaround

The turnaround time on your order with SNAPARTWERKZ starts when you have paid a deposit of **50SGD**, with all the needed information required to complete your orders (all artwork, working/correct tags, all fonts required for editable tags, all shipping info, etc.)

Mocks up designs will be sent within **72 hours** upon receiving the deposit, we will present to you a mock up for you and us as a confirmation.

Full payment with agreed invoice we will then proceed with the production and manufacturing order of your garment. Delay in receipt of \*any\* of info, deposit or full payment of upon confirmation could result in mock up drafting delay and production manufacturing delays.

Current turnaround time is **30 - 45** Business Days Average + Shipping upon agreeing on the draft mock ups. Complex orders/add-ons may increase turnaround. Delay in approval of mock ups could also result in production delays. If you have a deadline for your order, it is very important that you let us know when placing your order; we will our outmost best to expedite to complete your order under normal circumstances.

Any circumstances out of SNAPARTWERKZ control (i.e.: weather delays, shipping errors by the supplier, etc.) may also require more time and are not factored into the initial turnaround time estimate. SNAPARTWERKZ will do everything we can to meet any must-have date, but we cannot guarantee it and we are not responsible for any shipping delays caused by the shipping company.

At times stock-out and shortages may occur between the times when availability was last checked by us with the manufacture suppliers and the point where the stocks is reserved for your order, particularly if there is a delay in you approving the job sheets / confirmed mock-ups. In this instance, we will inform you of this as soon as possible.

## Minimums

All minimums for SNAPARTWERKZ are listed independently through our website, but an approximate condensed version is:

- Full sublimation customs tops jersey: **5** piece Minimum
- Full sublimation custom tops jerseys and shorts: **5** Pieces Minimum

## Payment Methods

Orders must be paid in full before the designing process or order begins.

Possible payment to be made

- Bank Transfer – Account details will be given thru invoice
- PAYNOW – Account details will be given thru invoice

## Artwork

Any or all files provided by you must be in **PNG** format with **150DPI - 300DPI** or **Vector format**.  
Printing can only be as good as the artwork.

SNAPARTWERKZ will not be responsible for poor quality printing due to poor artwork if you can provide production ready design in the format requested by us, we SNAPARTWERKZ is not responsible for any misspellings, errors, or issues in your art file. We do our best to catch these errors and point them out to you, but we may not catch them all. If it is in your art file and on your approval, that is how we will print it but "we" firmly advised for you to trust in our work to recreate your design as closely as possible with cost charge implies.

## Copyright Designs

**Supplied Designs** – It is the client's responsibility to gain authorization to use any copyrighted, trademarked or otherwise licensed material / logos in their order. We will not be liable for use of copyrighted trademarked or otherwise licensed logos, designs or artworks products supplied to your specifications.

**Designed produced by us** – Any designs produced by us for you will remain our intellectual property and may not be used in any other form without our prior written consent. This excludes where only a mock-up has been produced by us using artwork provided by you.

**Designs** – We may occasionally use example of custom printed clothing we've previously produced in our marketing such as brochures, websites, exhibitions and pitches. If you would prefer to opt-out or keep your relationship to us discreet, please contact us in writing.

You also grant us the right to refer to your name and identify you as a customer of us, in any publicity or marketing collateral and you grant us a continuing right to use your branding for such purposes, including after termination of this agreement unless you request otherwise in writing.

## Art Approval / Order Proofing

All artwork is to be approved via a digital mock-up through emails or WhatsApp or chats in (the "Site"). Artwork must be checked for spelling, colour, sizes ordered, placement of the art and accuracy of artwork by the customer in the forms and mock-ups provided. It is very important to look over every detail of the mock up, as this is how your garments will be printed. SNAPARTWERKZ will not accept responsibility for corrections not implemented and/or requested after artwork approval. Any modifications requested after customer approval will result in production delays. Any delays in the approval process will took longer than **72 hours** after receipt of the mock-up could result in production delays.

We will not proceed with any mock up designing without any deposit or needed information as mention in the forms given.

Please note if you ask us to move forward as soon as possible with rush orders while referencing your own submitted mock-up or print file/s will resulted in poor quality we will not hold accountable for any poor-quality result and "we" firmly advise you to finalised the art design/designs before moving forward. If this applies and you only submitted a mock-up, we will do our very best to recreate your design as closely as possible, however, please keep in mind that there will be an upfront payment of **100SGD to recreate or create custom design logos**.

Recreating artwork or identical to a low mock-up or print file (anything under with low DPI) is almost impossible especially under a rushed lead time. If you submitted print files and mock-ups for your order, we will use your exact print files (sizing, colours, & quality) to produce your prints and will use your mock-ups as placement guides. We will not accept any rush orders as "we" would want you to be satisfied with your custom designs and logos. You must let us know as soon as you place your orders as to meet your deadline.

Upon confirmation for all your custom logo designs, mock – ups garments and details information agreed; we will **deduct the deposited amount from your total price value order**, will be reflected in your invoice.

If you have any questions that cannot be answered in the information above, please contact us.

## Limited Imprints Locations

Please note that not all shirts are sewn exactly the same. The following dimensions are to be used for reference as a "safe" zone to avoid printing on any seams or edges. Please check the individual product sizes catalogues for exact measurements you are looking for. Although SNAPARTWERKZ be able to create customs designs, inconsistencies may occur in ink coverage when printing near or over the collar, seams, or any other edges. Any large prints may run the risk of going over the sleeve seam. These are all considered acceptable goods and will not be considered for reprints. We firmly advised to avoid having input design at the location mentions above. Printed and embroidered goods are non-refundable and charges at standard price, plus carriage. With your agreement, we may send a photograph of the sample goods to you in lieu of the physical garment.

If you have any questions about our limited custom design location placements that cannot be answered in the information above or on our website, please contact us.

## Changes to Your Order After Payment

Any change made to your order that is not due to a stock issue on behalf of the stock suppliers will be subject to a case per case basis. Any changes to your order after it has been placed will delay your order, even if you have paid. It is very important that you do not place your order until you are certain that's what you want. Once the process begins, we will not be able to stop the production for a redo of the designs for all the ordered goods. Changes become costly and time consuming.

## Cancellations, Returns, Replaced & Refunds

This manufacturing service whereby we manufacture one-of-a kind goods to your specification and therefore refunds and return of goods are not possible. We will accept no returns of garments – blanks – apparels – for any reasons. Therefore, we encourage clients to take care and condition of their order. By placing an order with us, you agree to pay the goods garments listed and understand that no refunds, replacement or compensation can be claimed for the goods once the order of manufacturing has been placed.

Once an order had been placed the manufacturing stage starts immediately and cost are borne immediately. Therefore, it cannot be cancelled. Returns and refunds cannot be accepted.

In an event by the manufacturer production error, we will refund **50%** of the price per garment for the effected garments, we will do everything we can to prevent this matter to arise.

## Operation Hours

Business days, will be Weekdays: **Monday to Friday 0900hr – 1800hr**

These days as mention below will not be considered operational business days and will not count towards turnaround time:

- **New Year's Day**
- **Good Friday**
- **National Day Singapore**
- **Lunar New Year**
- **Eid al-Fitr**
- **Eid al-Adha**
- **Labour Day**
- **Vesak**
- **Diwali**
- **Christmas Day**

## Pricing and Terms

SNAPARTWERKZ reserves the right to change pricing without notice. Fluctuations in pricing may be due to increases in garment, ink, labour, or many other cost influencing factors. Customers will pay amount in full for "us" SNAPARTWERKZ to proceed any manufacturing production order.