

**STANDARD TURNAROUND TIME**

Standard turnaround time varies depending on order size. Average turnaround time is 10 business days.

All order details and materials must be in our hands by 5pm and include garments, sizes, placements, PMS colors, due date, etc.

**FOR LARGE ORDERS**

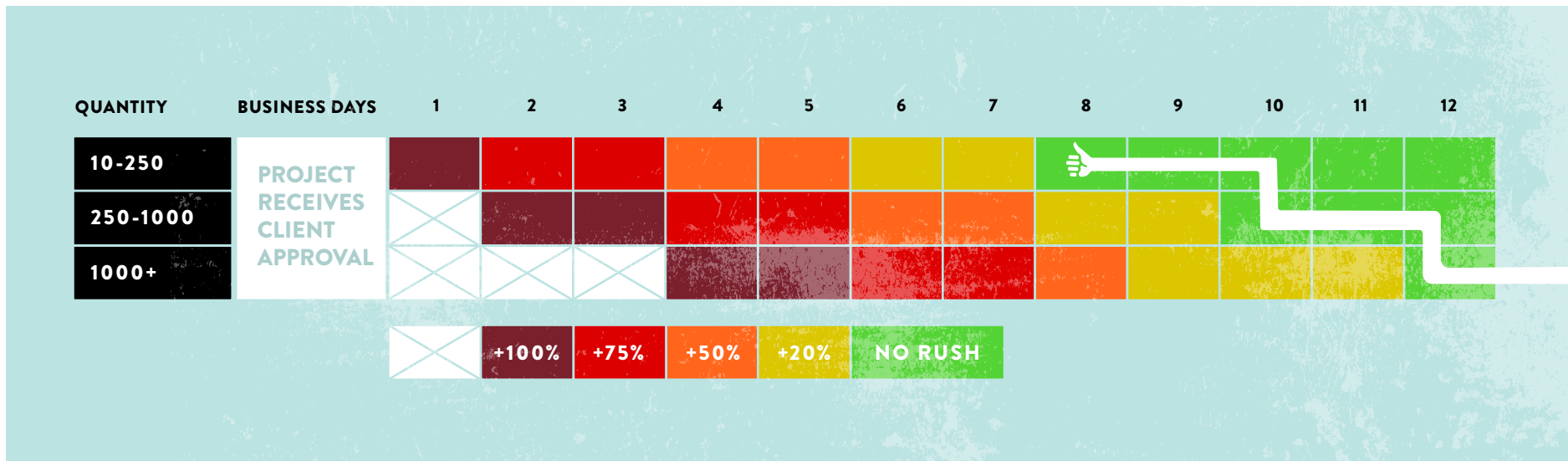
All orders over 250-1000 pieces, add 2 days on turnaround and rush fees. These size jobs CAN NOT be turned around any earlier than 2 days. All orders over 1000 pieces, please contact for turnaround time.

**RUSH FEES**

Please allow approximately five business days to have some back-and-forth conversation to get your project elements locked down before a final estimate and mockup can be sent out for your approval. It could be more or less, just to be clear.

We do offer Rush Fee rates to turn orders in faster than 10 business days, pending shop capacity.

- 6-7 Business day Turnaround time - 20% of Total Invoice
- 4-5 Business day Turnaround time - 50% of Total Invoice
- 2-3 Business day Turnaround time - 75% of Total Invoice
- Next Day - 100% of total Invoice
- Same Day - Woah--let's talk.



**BELOW MINIMUM SETUP FEE**

We charge a "Below Minimum Setup" fee of \$20 per location for orders below 23 pieces. There is no setup fee for orders over 24 pieces.

**SPECIALTY INK AND DISCHARGE**

Specialty inks (including Water-Based, Metallics, Glitters, & Shimmers) are available at an additional rate of \$0.25 per print. Each ink has its own strengths and weaknesses, so please consult with us before finalizing your order.

Discharge ink is available at a 50% increase of standard printing costs. Garments must be 100% Cotton AND approved by Ambrose staff.

**CUSTOMER PROVIDED GARMENT FEE**

Yes, you can provide your own garments!

**We charge \$1/garment and they must be approved by Ambrose.**

When you drop off your garments a member of Team Ambrose will count them in with you, as well as in Pre- & Post-production, to ensure accuracy.

**Our 2% "Oops" Rate**

With all production, mistakes happen. Our shop standard is a 2% Burn Rate. When you provide your own garments, ***you are taking on that risk***, so please bring extras. We can either give you the extras back or print them. If we go over 2% then we will do what we can to make it right.

**PICK-UP**

When your order is ready for pick-up, we'll inform you via email or phone call! We're open 9am-5pm, Monday-Friday, so feel free to stop by and pick up your order at your earliest convenience.

**DELIVERY**

For delivery we charge \$35 for any drop-off location that is within a 10 miles radius of Ambrose's address. Anything farther than that and we tack on \$1.50/mile

**SHIPPING**

- We are able to ship and use either USPS or UPS
- We will not know the exact cost of shipping until completion of project.
- Cost of shipping will be included with invoice.