



BYO Garment

Waiver & Agreement

Why Printing on Customer-Supplied Garments Costs More

- ★ Bringing your own garments for printing involves additional care, risk, and handling compared to shop-supplied items.
- ★ Because we don't control the sourcing, materials, or history of the garment, extra steps are required to ensure the best possible outcome.
- ★ Half of a shop's income typically comes from Garment Sales. Us allowing the freedom of own garments not only dramatically cuts into our profit margin, but it's all risk on our end.

Fabric & Material Uncertainty

- ★ We don't know how the fabric was made or treated
- ★ We must spend time doing test presses or test prints
- ★ We can't verify dyes, finishes, or coatings
- ★ We don't know how the garment has been washed or processed
- ★ Materials may react differently to heat and ink
- ★ Print adhesion can vary by fabric type
- ★ Ink absorption can be unpredictable

Business & Liability Reality

- ★ We risk business reputation if your item turns out to not be printable
- ★ We risk time spent having to remedy the situation that was outside of our control
- ★ We risk machine downtime if your garment migrates dye (happens often on cheap items) or jams a print head (\$1500 repair)

Production Care

- ★ Additional testing and setup are often required
- ★ Extra handling and preparation time
- ★ Slower production flow to protect your garments
- ★ More quality checks per item
- ★ More manual oversight during printing and pressing

Quality & Outcome Risk

- ★ Some fabrics may discolor, shrink, or scorch
- ★ Colors can shift or migrate during pressing
- ★ Prints may behave differently than expected
- ★ Certain materials are more sensitive to heat and pressure
- ★ We can't replace customer-supplied garments

What this means for You

- ★ Because customer-supplied garments involve higher care, higher risk, and more production handling, a Bring-Your-Own Garment service fee applies.
- ★ This allows us to dedicate the proper time, attention, and quality control needed to give your items the best possible result.



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Legal Mumbo Jumbo

- ★ Customistic accepts customer-supplied garments subject to a per-item handling and processing fee.
- ★ Customistic does not warranty or guarantee print results on outside garments.
- ★ If a garment fails due to fabric quality, material composition, dye migration, heat sensitivity, or garment construction, the customer is responsible for replacement and reprint costs.
- ★ If failure is due to Customistic production error, Customistic will reprint the design at no charge when a replacement garment is provided by the customer within 1 week of original pickup time.
- ★ Customistic is not responsible for the replacement cost of customer-supplied garments under any circumstances.

Totally Righteous BYO Garment Fees*

*Subject to change at any point

1+
\$5 ea.

5+
\$4 ea.

10+
\$3 ea.

25+
\$2.50 ea.

50+
\$2 ea.

Customer-Supplied (BYO) Garment Acknowledgement

- ★ I understand that Customistic does not guarantee results or washability on customer-supplied garments.
- ★ I understand that if the garment fails due to **garment quality**, I am responsible for replacement and reprint costs.
- ★ I understand that if failure is due to **production or design error**, Customistic will reprint at no charge when I provide a replacement garment.
- ★ I understand that I need to bring in any replacement garments **within 1 week of original due date**.
- ★ I agree to the Customer-Supplied Garment Handling Fee.
- ★ I understand there are **NO refunds** on BYO Garments under any circumstances.

Signature: _____ Date: _____

