

Visual Ink Fulfillment Terms of Use – Web Store Program

What does it cost me?

Our web stores are FREE to run from start to finish. There are no up-front costs associated with starting or running one. You will not be charged at any point for your store, unless you make a purchase along with your supporters. *

How much money can I raise?

There is NO LIMIT to your fundraising potential. It's all about how many people you can get excited about supporting your cause. Your web store never closes.

Your marketing & advertising capabilities will be put to the test. The more people you can steer to your store, the more money you can raise. Whether it be by sending home paper flyers, sending out email blasts, setting up a community Facebook/Instagram page for your friends & family to share to their friends list, you name it... all of these methods of marketing will help get eyes on your store!

Here are some strategies to maximize the amount of money you make on each item you sell:
Limit the design to one location on the garment. It's more expensive to produce garments that have designs in multiple locations.

Be careful with your sales price. You'll want to set a sales price high enough to generate funds, but not so high that it discourages people from buying. With our guidance, you should be able to sell garments at an affordable price and have a successful fundraising program.

Can I choose the sale prices for my store?

Yes, but we discourage this. We have established a price structure that we feel will maximize your earning potential. We do allow our affiliates to increase the default retail price to their own desired price. There will be a 25% affiliate fee applied to each transaction which will be deducted from the set commission rate.

Adding commission to your web store is not mandatory.

Are there Minimums?

No. We have the latest technology which allows us to print on demand with no minimum order requirements. This helps keep prices low and maximizes fundraising potential.

Decoration Method

Our standard process for web stores is Direct to Garment printing and Embroidery. When it comes to DTG, we use Kornit printers for all related prints.

DTG is a water-based ink technology that prints directly onto a shirt, much like printing on paper. There is no order minimums and no limit to the number of colors in your design. However, when choosing the colors for your artwork, it's important to note that they may look different on a real product than what you see on your computer monitor. For more information on how to set up your artwork, visit our [Frequently Asked Questions Page](#).

We do not offer screen printing on our web store platforms.

How do I update the products offered online?

If you would like to remove or add to your decorated products on your site, please fill out our [Decorated Product Request](#) form and email it to info@visualink.net. Please allow 2 weeks for your products to be added to the webstore.

How do online customers pay for their products?

Our online web stores accept a full fleet of online payment options: VISA, MasterCard, Discover, AMEX.

The customer will go through an online shopping cart where they can pay for their order, choose the desired shipping option, and submit the order online. Orders are automatically processed by the fulfillment center. The fulfillment will handle all aspects of the sale and communication with the customer.

How and when do I get paid?

We pay our affiliates on a quarterly schedule. Checks go out on January 15, April 15, July 15, and October 15.

* Each transaction from your affiliate store will be charged a 25% affiliate fee against the commission for that sale. Any artwork or digitization will be charged accordingly. Payment for artwork/digitizing will be required before we start your project.

How soon will the webstore be ready for use?

As a general rule, please allow 3-6 weeks before your webstore will be ready for use. The launch of your store will be contingent upon the date of sign up, if the artwork requirements have been met, and if we have received and verified your [Decorated Product Request](#) form. After these items have been provided by the affiliate and verified by Visual Ink as complete, we will start the webstore development process.

Product Samples

Product samples can be purchased at 25% off the retail price. Samples are non-decorated, non-returnable, and non-refundable. Sample requests can be provided for the style and color of your choice, but size of garment may vary depending upon stock availability. If you would like to request a sample, please use the [Decorated Product Request](#) form.

Artwork Requirements

Vectorizing is the process of converting a pixel-based image (ex. JPEG and PNG files) into a vector-based version (SVG, EPS, and PDF files),

Digitizing is the process of converting digital artwork to threads so an embroidery machine can read and stitch the design.

I understand that ANY digitizing or vectorizing needed to make my logos print ready will be charged a fee of \$35.00 per logo/design and per occurrence. In the event this service is required, a formal quote will be provided and payment will be required before we start your project.

Our return policy

*** All items are considered adult sizes unless otherwise noted ***

If the customer is not satisfied with their purchase from us, simply contact us within 15 days from the date of shipment and subject to the following criteria we will replace or refund the product in question, excluding shipping, artwork fees, and digitizing. Canceled orders are subject to a 20% restocking fee.

1. Customers take full responsibility for their order after artwork approval, if applicable. If you receive an incorrect item, full replacement will be offered for the product in question. NO REFUNDS will be offered. Damaged items will also be replaced with the same product brand, size, color, and decoration. In the event you receive your order, but intended to order a different product, color, size, or decoration, this will not be eligible for this return policy.

2. We take great pride in our commitment to customer satisfaction. However, certain circumstances are beyond our control. Please note that we cannot be responsible for:

- Spelling, punctuation, or grammatical errors made by the customer.
- Inferior quality or low-resolution of customers' own uploaded images.
- Design errors introduced by the customer in the design creation process.
- Errors in user-selected options such as product type, product brand, product color, product selected sizes or gender/age, product fitment, design, design printed colors, font choice, or design size. Please review the product sizing chart before completing your purchase. Visual Ink will not replace or refund any products that do not fit as intended.
- Artwork and digitizing fees associated with your orders are non-refundable.

Items purchased through an affiliate web store outside of visualink.net are non-returnable, non-exchangeable, and ALL sales are FINAL. Exception - see item 1.

Canceled orders after blanks have been purchased will be subject to a 20% restocking fee.

By using our services, you acknowledge that you have read and agree to our Return Policy.

Return questions should be directed to:

Visual Ink Fulfillment Center
1130 E, Mineral King Visalia, CA 93292
559-712-2020

Webstore Renewal

All webstores that belong to an organization, school or PTA, must be renewed every July for commission rates to remain active. Renewal notices will not go out and it is the responsibility of the organization to submit an enrollment form each year. If Visual Ink does not receive a renewal notice, the webstore will no longer be eligible for commission and this rate will be set to \$0.00.

The renewal process is required so Visual Ink can update its records, product selections, and accounts payable information. Please allow 1-2 weeks from the date we received the renewal form until your webstore will be updated and available for purchases.

Webstores that have been inactive for 6 months will automatically be disabled and removed from the web.