

MOSSTUFF

Corporate Gifting and Branding

Terms & Conditions 2026

All orders are COD

Turnaround Time

Our **Standard Turnaround time** is currently **7 - 10 business days** if capacity allows from the time that your order is finalised, approved and deposit paid (if **MOSSTUFF Afrika** is supplying the garments / items to be branded). The turn-around time will only start once we have **COMPLETED ORDER FORM** (either our version or yours that contains all info needed), the garments at our factory and all correct info needed to complete job. 'Standard Turnaround' only applies to orders with typical print specifications and excludes additional service such as inner neck prints, folding & bagging or speciality inks. During extremely busy periods – usually near the end of the year in November & December – our Turnaround time may extend to **10 - 15 business days**.

If you have a specific deadline, please notify us when placing your order.

Rush Fees may apply to orders needing a quicker turnaround time.

MOSSTUFF Afrika will not be held responsible for missing deadlines due to power supply interruptions, supplier shortages and / or errors, shipping errors, or any circumstances that is outside our control.

If we expect or foresee any problems in advance, we will be sure to notify you and work with you to rectify them.

Example: You place an order with **MOSSTUFF Afrika** on the Monday, we do the quote and mock-up (if needed) and you approve on the Tuesday. Standard turnaround time will start the following business day i.e., Wednesday - assuming all artwork has been approved and deposit paid - and your order will be ready in 7-10 business days (in this case by next Tuesday or Thursday). Our turnaround time does not include shipping.

***Please note** - orders with any of the following specs may take longer: finishing, higher colour counts, multiple print locations, process print, oversized prints i.e., any print bigger than an A3 size and speciality inks.

ORDERING & ORDER FORMS

Order forms provided by **MOSSTUFF Afrika**, or a similar version tailored to our requirements, are the preferred means for submitting your orders. This method ensures enhanced consistency in our backend processes. However, recognising that not everyone possesses advanced computer and design skills, we have compiled a list of essential information needed to facilitate a smooth and timely production process:

Supply of Garment:

- Specify if you will supply the garments or do you want us to supply it for you.

Garment / Substrate Colour/s:

- Kindly specify the colour or colours of the garments / items.

Number of Units:

- Clearly state the quantity of units you intend to order / print.

Size Breakdown:

- Provide a breakdown of sizes for your order (i.e., *how many units per size*) if applicable.

Substrate (Material):

- Specify the material composition of the substrate / material we will be printing onto e.g., 100% Cotton.

Placement for Each Print:

- Indicate the precise location for each print on the garment / item. For instance, you can specify distances from particular reference points, like "*80mm down from neck stitch line.*" In the absence of specific placement instructions, we will default to industry standards.

Size of Each Print:

- Specify the dimensions of each print in terms of width and / or height.

Print Colour for Spot Colour Images:

- Clearly state the colour or colours you wish for each spot colour in your design.

To ensure a seamless production process, please provide accurate and comprehensive information for all the above points. Any omissions or unclear details may lead to delays in production, potentially impacting the overall schedule. We appreciate your cooperation in furnishing complete and accurate information. Thank you.

Kindly note that should you need one of our sales agents to fill in your order form for you; you will be charged a handling fee of up to R400 ex VAT per order form / jobcard.

Halftones, Puff Prints & Speciality Inks

Due to the technical nature and inherent variability of **halftone printing, puff prints, and speciality inks** (including but not limited to metallics, high-density, suede, glow, discharge, and textured inks), MOSSTUFF Afrika **strongly recommends** that clients approve samples prior to full production.

Sampling Policy

- All samples are **charged at a minimum of 10 units per setup**.
- Sampling allows both parties to confirm colour, texture, opacity, scale, and overall print outcome before proceeding to main production.
- Once a sample is approved, production will proceed based on that approved reference.

No-Sample Acknowledgement

If a client chooses **not** to proceed with samples:

- The client accepts the final printed outcome based on either **on-site approval** or **photographic approval via WhatsApp or email**.
- Any dissatisfaction relating to halftone detail, ink behaviour, texture, finish, or visual appearance **does not constitute a defect**.

Changes During Production

- Should the client request **any changes** after approval, during production, or following visual review (including changes to halftone density, ink mix, puff height, texture, or setup):
 - Each change or new setup will be **charged as a new print run**, costed at a **minimum of 10 units per change**.
 - This applies **per adjustment**, regardless of the quantity affected.
- Production will only resume once the revised costs are accepted in writing.

Reruns and Samples

Upon receiving orders that require reruns utilising clients' existing artwork, we request specific samples of those items to be provided by the clients. These samples are securely stored within our sampling room. When reprinting these orders, we diligently retrieve the provided sample, ensuring an exact match before proceeding. This meticulous process guarantees that our production remains faithful to the original artwork, allowing for consistency and accuracy in our output.

Reject Allowance

*Based on 100 units minimum

Custom printing is an art form, especially when it comes to Water-based and Discharge inks. We do our very best to deliver your job as requested. However, printing mistakes happen, screens break on press, shirts / fabric arrive with holes or stains from the manufacturer etc. As such, we have a Reject Allowance. **There is an acceptable margin of error within the print industry.**

All orders within the Reject Allowance will be considered acceptable for delivery. We highly recommend you order extra garments for each size. **MOSSTUFF Afrika** will not be responsible for-profit loss on under runs.

- *Standard reject allowance: 5%*

Standard Reject Allowance is calculated by number of prints in the order, not the number of garments i.e., 5% allowance per the number of prints, not the number of units / garments.

Example:

You place an order of 100 units with two prints per garment e.g., a front and a back print. The Reject Allowance would then be 5% for each print placement i.e., a 5% Reject Allowance on the front print and a 5% Reject Allowance on the back print; meaning the total Reject Allowance on the total order is 10% - however unlikely – this may result in a total of 10 rejects (5% on the front {5 units} + 5% on the back {5 units} = 10 units total).

Custom printing, particularly with water-based and discharge inks, involves inherent risks. While we strive to deliver your order to the highest standard, there is an acceptable spoil rate included in our production process.

- For orders below 100 units: A spoil allowance of 5% or a minimum of 3 units, whichever is greater, will

apply. These units will not be credited or replaced.

- For orders of 100 units and above: A spoil allowance of 5% applies and is factored into your order cost. Spoiled units falling within this percentage will not be credited or replaced.
- Strike-offs: One garment or substrate will be used for a strike-off to ensure accurate colour and quality matching before full production begins. This strike-off unit is counted as part of your overall unit total. If no strike-off is supplied by the client, one will be allocated from your batch.

MOSSTUFF Afrika supplied garments vs Customer supplied garments

General Risk Acknowledgement

MOSSTUFF Afrika's primary business model is based on **supplying and printing garments**, with pricing and margins structured accordingly.

Clients choosing to supply their own garments or substrates do so at their own discretion and accept the associated risks.

MOSSTUFF Afrika will not be held liable for defects, losses, or inconsistencies in customer-supplied items. Clients are strongly advised to supply additional units to account for potential rejects.

Panel & Boutique Garment Printing – Specific Acknowledgement

Where customers supply **cut panels, made-up garments, boutique labels, or high-value items**, the following conditions apply:

- Printing on panels or customer-supplied garments is done **at the client's risk**.
- Standard industry reject rates still apply during printing.
- Should rejects exceed the agreed reject allowance, MOSSTUFF Afrika's liability is **strictly limited to a credit note equal to the declared value of the affected panel only**, and not the full garment or finished product.
- The **declared panel value must be provided in writing upfront** and agreed to by MOSSTUFF Afrika prior to production.
- MOSSTUFF Afrika reserves the right to **decline printing** on any customer-supplied garment or panel if the risk or declared value is deemed commercially unreasonable.

Rush Orders

Orders that require shorter turn-around than our standard turnaround time are subject to rush fees and approval/commitment by production team.

- **Rush** (3-5 Business Days): add 25% - 75% depending on job number totals
- **Super Rush** (2 Business Days): add 50 - 100% +

Rush Orders are subject to the same reject allowance as standard orders.

NOTE: The rush order fees are not an attempt to make extra profit, but rather to cover the extra costs need for Over Time, food for the staff and transport of the staff when working after hours.

Art Preparation & Ownership

Art not supplied in print ready format (see our Artwork Prep section) is subject to additional cost if we need to do the work required to get the artwork print ready. We will always give you an estimate before doing this work. Any art preparation done remains the property of **MOSSTUFF Afrika**.

Example:

Any artwork supplied and we must do the separations of the colours, you do not own the file containing the separations. That file is the property of **MOSSTUFF Afrika**, although the artwork itself, remains your property.

Please note that all positives remain the property of **MOSSTUFF Afrika**.

WhatsApp Groups

WhatsApp groups are NOT for approvals.

Approvals are made by approved Job Cards. Any photos send on the groups are merely a progress report system as all approvals would have been done prior to production. As screen-printing is a time sensitive process e.g., inks dry on screen, flash ovens and curing ovens consumes large amounts of electricity etc. **MOSSTUFF Afrika** will not necessarily wait on a response from the customer on the WhatsApp before proceeding with production.

MOSSTUFF Afrika will proceed with production if everything is per the approved jobcard.

CHANGES after order is handed over to production

Any changes brought to our attention after an order form has been signed off and handed over to Production will incur time delays and added costs.

Colour Changes will be charged per colour.

Print Size and / or Print Placement Changes will be seen as a new job and a cancellation fee would apply.

Changes to the Total no. of Units would not incur any extra charges, but delays in production can be expected.

Artwork Requirements

Artwork Quality.

In order to avoid extra costs for any DP and/or design work - which is charged at R 750 for the 1st. hour & R 450 p/h thereafter with a minimum charge of R450 - Artwork must satisfy the following requirements:

- Either: **Adobe Illustrator** {in **Vector** format & all Text 'Converted to Outlines'} or **Adobe Photoshop** {in Layers if possible and a minimum of 300dpi resolution}
- Artwork must be **Sized to Print**.

If neither of the preferred File Formats are possible – see below for additional options - in Order of Preference:

1. Vector or High-Resolution PDF – if PDF is in Vector format –all Text must be 'Converted to Outlines'

2. PNG

3. High-Resolution JPEG

- Screen Prints can only be as good as the Artwork – remember: garbage in, garbage out.
- Artwork not sized will incur extra cost and **MOSSTUFF Afrika** cannot be held responsible for any dissatisfaction with the final print size.
- Any artwork containing text that have not been converted to outlines will incur extra cost and **MOSSTUFF Afrika** cannot be held responsible for any dissatisfaction with the final print e.g., type-face and/or any mis-spelling.

Print Colours/Pantone Solid Coated Colours

Print Colours need to be provided – colours can be specified any in of the following ways - in Order of Preference:

1. PANTONE Solid Coated Codes– this is the most accurate colour matching.
2. Hex Codes
3. CMYK Values
4. RGB Values
5. Sample or Swatch of Colour to match.

NOTE: Colours provided will always be converted to PANTONE Solid Coated; any conversion to PANTONE codes will result in a slight variation in colour – in order to achieve the most accurate colour matching – please provide **MOSSTUFF Afrika** with the PANTONE Codes.

- **MOSSTUFF Afrika** uses Colour Mixing Software {Matsui & Magna} based on the PANTONE mixing system – this allows **MOSSTUFF Afrika** to match colours to the best of the industry's standards – given that everything from temperature to garment colour can affect the ink's print colour, a 100% colour match cannot be guaranteed. Acceptable Tolerances: Industry standards recognize that a colour variation of 5-10% is typical due to factors like substrate differences and ink absorption.

Substrate Influence on Ink Colour Appearance - Material Impact: The colour of the substrate (e.g., garment colour) can affect the final appearance of the printed ink. For instance, printing the same ink colour on different coloured fabrics may result in noticeable variations. If a near 100% colour match is required across different fabric colours, new ink colours would have to be mixed – mixing new ink colours will be seen as a colour change and invoiced as such.

Print Placements

It is the responsibility of the customer to provide **MOSSTUFF Afrika** with the correct placement for all prints – not providing accurate print placements will result in industry standard placements.

Print Placement Variations:

- **Standard Placement Tolerances:** Due to the manual nature of screen printing, slight variations in print placement are common. Many printers consider a placement variance of up to 2.5cm in any

direction acceptable. This means the design might shift slightly from its intended position, but it's within industry norms.

- **Size-Based Adjustments:** As garment sizes increase, some printers adjust the design placement slightly lower to maintain visual consistency across different sizes. For instance, it's standard to drop the design by about ¼ inch per size increment.

Specialty Print Locations:

- **Non-Standard Placements:** Printing over seams, zippers, or pockets can lead to inconsistencies.

Over Sized Prints/A3+

For any PRINT that falls outside an A3 size Prints (297mm x 420 mm – printable area 280 mm x 410 mm) is seen as Over Size prints. **MOSSTUFF Afrika** strongly suggest that a sample print is done.

Sample prints will be invoiced at the minimum of 10 prints.

Should you decide to not do a sample print – although **MOSSTUFF Afrika** will do everything possible to not have any rejects - **MOSSTUFF Afrika** cannot take any responsibility should there be rejects.

Over Size Prints will require a Turn Around Time 1.5 x longer than our standard Turn Around Time of 7 – 10 business days i.e., 10 – 15 days.

Maximum Print Sizes and Colours:

On Manual Carousels:

- 6 or less colours in print = max print size of **540mm x 390 mm (A2)**
- Up to 8 colours in print = max print size of **420mm x 300mm (A3)**

On Auto Carousel:

- Up to 10 colours in print = max print size of **490mm x 360mm**

Please ask **MOSSTUFF Afrika** what's possible before placing the order.

Quality Control and Acceptance of Goods

MOSSTUFF Afrika recognises that for non-supplied goods, we presume they are print-ready fabrics, and the fabric content is explicitly stated before the order is going into production.

Our standard quality check includes a wash test (1 test per print job card) to guarantee proper curing. This test, conducted with a cold wash and regular washing powder, serves as a reliable indicator. If the print exhibits no signs of deterioration post-wash, we deem the product ready for release.

MOSSTUFF Afrika adheres to uniform quality control procedures for goods designated for branding and those sourced from suppliers for client branding. This consistency includes the application of standard quality checks, such as the wash test, irrespective of the goods' origin.

Upon departure from the **MOSSTUFF Afrika** facility, clients assume responsibility for any subsequent inspections. Clients are particularly responsible for additional checks, especially when retailing the goods. **MOSSTUFF Afrika** bears no responsibility for issues arising post-factory release, and clients take charge of their interactions with end clients.

Clients, upon product release, are afforded a two-week window for self-testing, including their wash tests. Should any concerns surface during this period, clients are encouraged to return the goods for further examination or re-curing before introducing them to the retail market.

Client due diligence is crucial within this timeframe to address potential issues. Following this designated period, **MOSSTUFF Afrika** relinquishes responsibility for subsequent inspections, and clients are solely accountable for their products' quality and performance in the retail market.

Garment & Substrate Handling, Counting & Quantity Confirmation

Customer-Supplied Garments or Substrates

Where garments, panels, substrates, or items for printing, branding, or embroidery are **supplied by the client**, the following conditions apply:

Packaging & Identification

- All client-supplied items **must be clearly labelled** with the correct **job card reference** before delivery.
- MOSSTUFF Afrika will not assume responsibility for identifying or allocating unmarked or incorrectly marked deliveries.

Counting & Acceptance

- Client-supplied items are **only officially counted once they reach the production floor**.
- If a discrepancy is found between the delivered quantity and the job card:
 - The items will be **recounted for verification**.
 - The quantity confirmed on the production floor will be used for printing.
- MOSSTUFF Afrika will **not pause production** due to quantity discrepancies.
- Any discrepancies will be communicated to the client via the agreed WhatsApp group or written channel.

Over-Supply or Additional Units

- Any garments or substrates supplied **in excess of the approved job card quantity or size breakdown** will be:
 - Set aside and **not printed** until written instruction is received from the client.
- If the client approves printing of additional units:
 - The **original quoted unit price remains unchanged**.
 - Additional units **do not qualify for automatic price breaks or economy-of-scale discounts**, even if the total quantity exceeds the next pricing tier.
 - Example: An order quoted at an 80-unit price will remain at that rate, even if additional units bring the total closer to or beyond a 100-unit tier.

Live Job Card Updates

- Any approved changes will be updated on the active job card and communicated to the client prior to printing.

MOSSTUFF Afrika-Supplied Garments or Substrates (Internal Control)

Where MOSSTUFF Afrika supplies the garments or substrates:

- All items are **counted internally prior to pre-production**.
- Items are **recounted by production staff** before printing begins.
- These checks form part of MOSSTUFF Afrika's **internal quality control process** and are **not client-facing**.
- Responsibility for correct quantities rests entirely with MOSSTUFF Afrika.

Packaging

At **MOSSTUFF Afrika**, our standard packaging solution involves a fold and boxing method. By default, all orders will be processed using this standard packaging procedure i.e., garments are grouped per size (10 units max per batch) which is then folded in half with the sleeves tucked in – this is the standard printer's fold.

Any specialised packaging requirements beyond the standard fold and box method will be considered as additional services incurring extra costs. This includes but is not limited to single folding into individual bags, specific separations needed for various courier services, or any other customised packaging requests. Clients seeking such customised packaging are encouraged to contact our sales agents for a personalised quote.

Please be aware that any modifications or customised packaging requests beyond our standard fold and box procedure may result in additional charges, extended processing time, and must be requested and confirmed prior to order processing.

Deliveries/Collections and Payments

Prior to any collections, settle all outstanding payments as we operate on a Cash on Delivery (COD) basis. Invoices must be paid in full before your items leave the factory.

Partial Collection and Payment Terms:

In the event that changes to an order result in the delay or modification of specific items within the order, clients are required to make full payment of the invoice amount before the collection of any portion of the order. This means that if a portion of the order is ready for collection but modifications are requested for other items within the same order, the client must settle the entire invoice amount before collecting any portion of the order. Once payment is received, clients may collect the available portion of the order, with the option to collect any remaining items at a later date. Additionally, clients seeking to collect a portion of their order before the completion of all items must make full payment upfront, regardless of whether changes are requested to the order. Failure to make full payment will result in the withholding of all items until the outstanding amount is settled.

Credit Terms

Approval for credit terms requires both owners' consent in writing. When collecting, ensure you inspect for print issues. You're responsible for checking goods pre-departure; we're not liable for post-factory damages. Exceptions apply for wash test issues within two weeks after departure. Return the entire order promptly to **MOSSTUFF Afrika** if problems arise for necessary resolution.

PLS NOTE: always ensure you have the latest updated version of our T&C's. This version could be outdated.

Pricing/Estimates/Quotes/Invoices

At **MOSSTUFF Afrika**, we adhere to a structured pricing approach while understanding the intricacies of the screen-printing industry, particularly in delivering high-quality water-based or discharge prints. Our pricing strategy is designed to reflect the unique requirements of each custom order.

Standard Pricing:

We operate on a standard price list for our services. However, due to the specialized nature of our work, particularly with water-based and discharge prints, these prices are not publicly available. Each order is considered custom, and pricing is determined based on various factors including design complexity, garment type, ink type, and quantity.

Discretion of **MOSSTUFF Afrika**:

Pricing is at the discretion of **MOSSTUFF Afrika**. We provide quotes tailored to each specific order, ensuring that all relevant variables are considered. This allows us to maintain

transparency and accuracy in pricing while accommodating the individual needs of our clients.

Quotation and Invoicing:

Upon request, we provide detailed quotes for approval, which serve as the basis for invoicing. It's important to note that quotes may be subject to change, especially if additional information is required or if production variables necessitate adjustments. We strive to communicate any changes to our clients promptly to ensure clarity and mutual understanding.

Estimates:

While we endeavour to provide accurate quotes, it's essential to recognize that they may sometimes be considered estimates, particularly if all necessary information is not available at the time of quoting. We remain committed to keeping our clients informed of any potential changes to quoted prices due to production adjustments or additional requirements.

By engaging with **MOSSTUFF Afrika** for your screen-printing needs, you acknowledge and agree to our pricing policy as outlined above. Should you have any questions or require further clarification, please do not hesitate to contact us.