Last updated November 7, 2026

These terms apply to every order placed on dtfexpresscalgary.ca ("DTF Express Calgary", "we", "us"), operated by 898012 Alberta Ltd., Calgary, Alberta. By placing an order you agree to them.

We print as is: your artwork is printed exactly as you submit it and approve it in the proof at checkout — we don't edit or fix files (section 5).

Right to refuse or cancel: DTF Express Calgary may refuse, cancel or stop any order, at any time and for any reason or no reason, at our sole discretion. If we cancel an order you paid for, we refund the full amount paid to your original payment method. That refund is our only obligation for a cancelled order.

1. WHAT WE SELL

We print custom direct-to-film (DTF) heat transfers from artwork you supply. Every sheet is 22 inches wide; you choose the length. Transfers are a component for you to apply — we do not press garments under these terms.

2. PRICES & PAYMENT

- All prices are in Canadian dollars. GST/HST is added based on the delivery province (Alberta for pickup).
- Payment is taken in full at checkout through Stripe. We never see or store your card number.
- Prices may change at any time; the price shown at checkout is the price you pay for that order.

3. ORDER CONFIRMATION & OUR RIGHT TO REFUSE AND REFUND ANY ORDER

After you pay, you receive an email that we received your order, with your invoice, your gang sheet proof and these terms. **Your order is accepted only when we email you that it is confirmed and going into production.**

We reserve the right to refuse or cancel any order, in whole or in part, at any time and for any reason or no reason, without having to give an explanation. Examples include (but are not limited to) artwork that breaks our Artwork Policy (dtfexpresscalgary.ca/artwork-policy), files that won't print to our standard, suspected fraud or misuse, pricing, stock or system errors, and production capacity.

Placing an order and paying does not oblige us to accept it. When we refuse or cancel a paid order, we issue a **full refund** of the amount paid (or of the cancelled part) to your original payment method. A refund is the complete and only remedy for a refused or cancelled order; we are not responsible for any other cost, delay or loss it causes.

4. YOUR ARTWORK

- You confirm that you own, or have written permission to reproduce, all artwork, logos, text and images you upload.
- You agree to indemnify and hold DTF Express Calgary harmless from any claim, loss or cost (including legal fees) arising from artwork you supply.
- We print what you send, as you arranged it in the builder (see section 5). We are not responsible for spelling, design, colour choices, sizing, mirroring, or low-resolution files you accepted at checkout.
- We keep your uploaded files on your account so you can reorder. We never sell or reuse your artwork.

5. WE PRINT AS IS — YOUR PROOF APPROVAL

- **We print your artwork exactly as you submit and approve it.** We do not edit, redraw, retouch, vectorize, upscale, re-size, remove backgrounds or colour-correct your files, unless you used one of the optional tools in our builder yourself.
- Before you pay, checkout shows a proof of every sheet. **Ticking "I approve this proof" is your final approval** to print exactly as shown. We record the date and time of your approval with your order.
- Anything visible in the approved proof — spelling, wording, sizes, placement, colours, backgrounds, mirroring, transparency, and low resolution — is not a printing defect and is not eligible for a free reprint or refund.

- Our automatic artwork checks (resolution, background and soft-edge warnings) are a courtesy only. They do not make us responsible for the content or quality of your artwork. If we notice a problem, we may contact you or cancel and refund the order (see section 3), but we are not required to.

6. COLOUR & QUALITY

Colours on screen vary from print. Small variations in colour, white underbase and film between runs are normal and not defects. Semi-transparent pixels, thin lines under 1pt and very small text may print faint or not at all.

7. TURNAROUND, PRODUCTION & SHIPPING

- **Standard turnaround: 2 business days. Rush turnaround: next business day, for 20% more** on the gang sheet price (shown at checkout before you pay) — included for Gold members.
- **Daily cutoff: 2 PM Mountain Time, every business day.** Orders placed after the cutoff count from the next day. Example: an order placed Friday at 3 PM with standard turnaround ships Tuesday evening. Checkout shows your ready/ship date before you pay.
- Turnaround is counted in business days (Monday–Friday, excluding Alberta statutory holidays) and starts when payment is received **and** your artwork is approved. Shipping time is in addition to turnaround.
- If we miss a **rush** deadline because of us, we refund the rush fee. Turnaround times are targets, not guarantees; apart from refunding the rush fee, we are not liable for delays.
- We ship within Canada only. Risk passes to you when the carrier picks up the package. We can't ship to PO boxes.
- Pickup is available to Silver and Gold members only, at the back door of our Calgary location (Bay 12, 3300 – 14 Ave NE, Calgary, AB), in the evening of your ready date after we email you that your order is ready. Pickup orders are held for 30 days; after that we may dispose of them without refund.

8. APPLICATION

Results depend on your heat press, garment fabric and settings. Follow our pressing instructions (dtfexpresscalgary.ca/pressing-instructions) and always test on a sample first. We are not responsible for garments damaged during pressing.

9. DEFECTS, REPRINTS & DURABILITY GUARANTEE

See our Refund & Reprint Policy (dtfexpresscalgary.ca/refunds). Custom transfers can't be returned.

Durability guarantee: If a transfer **peels, cracks or washes out within 30 days of delivery or pickup**, send us your order number and clear photos and we'll reprint the affected transfers free. The guarantee applies when the transfer was pressed following our pressing instructions (dtfexpresscalgary.ca/pressing-instructions) and washed inside out in cold water. It does not cover pressing errors, unsuitable fabrics (e.g. heat-sensitive, waterproof-coated or silicone-treated), damage from bleach, dry cleaning or ironing directly on the print, or anything visible in your approved proof. A free reprint is the full remedy under this guarantee.

10. LIMITATION OF LIABILITY

To the maximum extent allowed by law, our total liability for any order is limited to the amount you paid for that order. We are not liable for indirect or consequential losses such as lost profits, garments, labour or missed deadlines.

11. MEMBERSHIPS (SILVER & GOLD)

- Silver and Gold are monthly subscriptions billed in CAD through Stripe. They renew automatically each month until you cancel.
- **Silver** includes back-door pickup at our Calgary location, design support and live support. **Gold** includes everything in Silver plus next-business-day turnaround on every order at no extra charge.

- **Pickup is available to Silver and Gold members only.** Non-members' orders are shipped.
- You can cancel or switch plans anytime from your account. Switching is prorated by Stripe. After cancelling, your plan stays active until the end of the period you paid for. We don't refund partial months.
- Design support means reasonable clean-up and print preparation of your own artwork — not full custom illustration — and you approve the result in your proof as usual (section 5). We may limit excessive requests.
- We may change membership perks or prices with 30 days' notice by email. If a payment fails, the membership ends at the end of the paid period.

12. ACCOUNTS

You log in with a one-time code sent to your email. Keep access to your email secure. We may suspend accounts that misuse the service.

13. GOVERNING LAW

These terms are governed by the laws of Alberta and the federal laws of Canada that apply there. Nothing in these terms limits rights you have under consumer-protection law that cannot be waived.

14. CONTACT

DTF Express Calgary · Bay 12, 3300 – 14 Ave NE, Calgary, AB · 403-803-0941 · info@dtfexpresscalgary.ca