

## FAQ's to get to a quote

- 1) How much does it cost for screen printed shirts? Pricing depends on a variety of factors. Item type, number of units, number of print locations and number of colors in the design(s).
- 2) How much does it cost for embroidery? Pricing is based on item type, logo size, number of logos and total number of units.
- 3) Do you have pricing sheets? We do not have pricing sheets but can provide a quote within 24 hours.
- 4) What type of shirt do you recommend for my budget? Depending on your budget, if you want a value option, we recommend the PC54 style. If you want a premium quality, we recommend either the BC3001 or the NL6010.
- 5) What is the most popular shirt style? The most popular shirt style is the PC54
- 6) What is the most common hoodie option? The most popular hoodie style is the PC78H
- 7) How do I choose between embroidery, screen printing or transfers? Typically the type of design and the type of garments you want to order will dictate which decoration method is best.
- 8) Where should my logo go on the items? If you want a big bold look and the logo is for screen printing, we recommend a full front print. However a very common layout for businesses to get maximum exposure is a small left chest logo on the front and a big full back print on the back.
- 9) What is your turnaround time? Our standard turnaround time is 2 weeks from quote approval. However, if you need your order sooner than that, we can typically make rush orders work for an additional fee.
- 10) Can I get a rush order? There are a variety of factors that determine whether we can make a rush order work. The best start would be to submit a quote with all the information and let us know the date you need to have it completed by so we can make the determination.
- 11) Is there a fee for delivery? We do charge a fee for delivery on orders that total less than \$1500. However, if your order is greater than that, we will deliver for free within a certain distance of our location.
- 12) What are your order minimums? Our order minimums are 50 units for screen printing and 12 units from embroidery. If you need less than these amounts, we have ways to achieve that but those are not very cost effective options.
- 13) Can I select more than one style of garment to meet your minimum? Yes! As long as the different items get the same exact design and decoration location, then you can mix and match. However, if the design needs to be adjusted in any way (size, colors, location), then those would need to meet their own minimum.
- 14) Do you accept customer provided garments? No we do not.
- 15) What forms of payment do you accept? We accept cards, checks, ACH and cash payments.
- 16) When do I pay for my order? You pay for your order upon completion. We will send a notice letting you know the order is completed. At the same time you will receive an emailed invoice that has a payment link.

- 17) Can I pay online? Yes. Once your job is completed, we will send a notice letting you know the order is completed. At the same time you will receive an emailed invoice that has a payment link.
- 18) Is the pricing in your catalogs the cost of the garments? The pricing in our online catalogs is only the cost of the blank garments. This price gives you a general idea of the price range you will be in. Depending on how you would like the garments decorated, the pricing will be adjusted accordingly.
- 19) What kind of ink do you use? We use plastisol ink for our screen printing.
- 20) What kind of screen printing do you do? We offer spot color screen printing for a maximum of 5 total ink colors. If your design has more colors than that, we offer beautiful transfers that achieve a very similar feel and perfect look!
- 21) Can you explain your screen fees? What are they for? Our screen fees are the price we charge to get your art from the digital form to press ready production. This includes a variety of steps to ensure your prints come out to the quality we stand behind!
- 22) Can you waive your screen fees? We cannot waive screen fees as these are necessary for every production run.
- 23) What file format do you need the artwork in? We can make any file type of artwork work. However, if you have a vector file (ai or high resolution pdf), those are the forms we use in production.
- 24) Do you sell screens? We do not sell screens.
- 25) Can you burn screens for me? We do not offer our in house production support as a service to the public.
- 26) How many colors can you screen print? The maximum number of colors we can screen print is 5.
- 27) What is DTF? DTF stands for direct to film. These are printed transfers that are almost identical to traditional screen prints. However, DTF's allow us to capture unlimited colors as well as a higher level of detail for designs that need it.
- 28) How long does DTF last? DTF (Direct-to-Film) prints can last up to 50–100 washes or more with proper care. Well-made DTF prints, handled with care, can look good for years, often outlasting screen printing or DTG in color vibrancy and fine detail. However, neglecting care can cut that lifespan in half.
- 29) How long does screen printing last? Screen printing is one of the most durable apparel decoration methods and can last 50-100+ washes—often as long as the garment itself—when cared for properly.
- 30) Can you remove stitching/embroidery from my garments? No. This process often damages the existing material so we do not offer it as a service.
- 31) Do you make patches? What is your minimum? We offer a variety of patches. Some we are able to make in house and some we source through trusted providers. The in house options, we are able to turnaround in 2 weeks. The outsourced options take longer at 3-4 weeks.
- 32) Can you design a logo for me? Yes! If you aren't exactly sure what you would like for a design, you can work with one of our friendly designers remotely. We charge for this service so reach out to us to get pricing!

- 33) Can I buy blank garments/samples? Can I return them if I don't like them? Yes! We want to make sure that you are getting the items you are expecting so we offer blank samples at a discounted rate. However, we cannot return the items once they have been purchased so these items are now yours!
- 34) Can you bag and tag my order? We do offer bagging and tagging for orders that are over 300 units of the same exact items. Reach out to our customer service team if you have any questions or interest.
- 35) Can you print size tags or my brand on the garments? Yes! We offer custom neck label printing. Our minimum for this is 100 units per size.
- 36) Do you have reflective ink/vinyl? Yes! We have reflective ink and vinyl. Just make sure you include that in your quote request and we will make sure to capture that information.
- 37) Do you have glow-in-the-dark ink? Yes! We have glow in the dark ink. Just make sure you include that in your quote request and we will make sure to capture that information.
- 38) Do you do same day orders? No. Our standard turnaround time is 2 weeks from quote approval. We are typically able to make rush orders happen but need at least 3 business days from quote approval. We charge rush fees based on the details of the project.
- 39) Can I have someone else pick up my order? Yes! Anyone can pick up your order as long as its paid for or will be paid for at pick up.
- 40) Do you decorate hats? Yes! Hats are one of our most popular embroidered items.
- 41) Do you offer non-profit discounts? No. We offer our most competitive pricing so we do not apply any additional discounts.
- 42) Do you have a military discount? No. We offer our most competitive pricing so we do not apply any additional discounts.
- 43) Can you supply designer/name brand items? Yes! We have tons of suppliers that carry a huge variety of name brands. Just search our online catalogs and you'll be amazed at the options!
- 44) Can I have people pay you directly for their orders or do I have to pay all at once? No. We do not accept multiple payments on orders.
- 45) What is the biggest design you can print? The maximum print size we can do is 14" wide by 18" tall. However this is only for orders of 50 units or more. Some garment types may restrict the abilities.
- 46) Can I have just one item reprinted? No. Unfortunately our minimum reorder amounts for screen printing are 15 units and for embroidery is 6 units.
- 47) How long does it take to get a quote? We can get a quote back to you in as quickly as 2-4 hours. Just fill out our lead form [here](#) so we can send you a quote!
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