

Design-A-Tee Company
F.A.Q. (Frequently Asked Questions)

Order Specifications

1. What is your minimum order?

Our minimum order is based on the complexity of your design (# colors, etc.):

1 color: no minimum

2+ colors: minimum is set once we see your image

3. What types of t-shirts do you use?

In order to keep our prices so low, we can not guarantee which brand you will receive. For the quoted price, you will receive one of the following brands: Anvil, Fruit-of-the-Loom, Gildan, Hanes and Jerzees. We have a huge catalog of brand named items that you may choose. This will affect your item price.

5. What is your turnaround time?

The order will be ready for pickup ten (10) business days after receipt of deposit (funds must be cleared by bank if paying by check), final approval of design and a complete order consisting of size/count breakdown. We make every effort to complete the order early; we will call you when the order is ready. The delivery times vary based on where you are located. Rush delivery is available for an additional fee.

6. Can I provide my own t-shirts?

Yes. We will have to inspect the t-shirts 1st to verify that they are appropriate. You will have to provide us with additional t-shirts for spoilage (shirts that have mistakes). We will not reimburse you for the t-shirts we mess up; we just will not charge you. We do not guarantee any design printed on shirts that you provide.

7. If I send you an image, what format do you accept?

We accept ai, cdr, eps, jpg, png, svg and wmf files.

8. Can I see an example of my design before you print?

Yes, we will email you a pdf markup for your approval. Once you approve the markup, we will begin your order.

9. What are your hours of operation?

We are open Monday-Friday 10-5pm by appointment only.

10. How do I place an order?

Email designateecompany.com@gmail.com so that we can give you a quote. Or you can complete the Contact Us page on our website <https://www.designateecompany.com>. Be sure to upload your image in the email or on the contact us page.

Payments

1. What types of payments do you accept?

We accept cash, checks, money orders and PayPal. If you are a new customer, we will not accept a check as the final payment.

2. Do I have to pay a deposit?

Yes. The deposit is 50% of the total order. All deposits are non-refundable. Deposits are payable by cash, check or money order.

3. What are your payment terms?

Returning customers can pay 50% down and balance due when you pick up the order. New customers must pay for their custom order in full.