



Design-A-Tee Company

443-838-9997

5636 Belair Road

Baltimore, MD 21206

www.designatecompany.com

designatecompany@gmail.com

F.A.Q. (Frequently Asked Questions)

Order Specifications

1. What is your minimum order?

Our minimum order is 12 items per print color or print location. For example, if your design is:

1 color: 12 minimum

2 color: 24 minimum

2 colors on front and 1 color on back: 36 minimum

2. Can I order less than the minimum?

No.

3. Is there a limit to how many colors I can have in my design?

We can print up to 4 colors on front and 4 colors on back.

4. 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 for screen printing. You will have to provide us with additional t-shirts for spoilage (shirts that have mistakes). We will not reimburse you for these t-shirts. 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 cdr, eps, jpg, png, 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 printing. 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.

9. What are your hours of operation?

We are open Monday-Friday 10-5pm by appointment only. If you need a time outside of our posted hours, please let us know.

10. How do I place an order?

Please call us at (443) 838-9997 to schedule an appointment when you are ready to place the order. Or you can mail your order to our location. The address is:

Design-A-Tee Company
5636 Belair Road
Baltimore, MD 21206

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. 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.

3. What are your payment terms?

We require 50% down and balance due when you pickup the order.

Prices

1. See Price List