

How do I go about ordering?

You can call, email or fax your order to us. We will need to know the total quantity of each size/style of shirt.

What is your normal turnaround time on orders?

Our normal turnaround time is approximately 10 business days from the date you place your order (sometimes sooner, sometimes later, depending on our current production schedule). Please note that our "peak" season is July - October, in which case it could be more like 15 business days. If the date you need the order in your hands is sooner than 10 business days, please let us know and we will see what we can do to accommodate your time frame. Additional charges will apply for "rush" orders needed within 3 - 4 business days.

What is the minimum amount of shirts I can order?

Our minimum order quantity is 12 pieces per design.

Can I have an order with multiple colors or styles of shirts?

We can accommodate multiple colors of shirts as long as you inform us before we do the artwork, as in that case we must create the artwork so that it will work on all the colors. There is no problem mixing the types of shirts you want (i.e. short sleeve, long sleeve, sweatshirt, etc.) as long as they are the same or similar color.

Can I get a different print color on part of my order?

Yes, a mid-run ink color change can be easily accommodated. A small charge of \$7.50 per color, per location will be applied.

What are the normal print sizes

Left Chest 3-4" wide x 1.5"-3" tall

Center Front 6-10" wide and 4-6" tall

Full Front 12-13" wide x 10-14" tall

High Back (tag) 3-4" wide x 1.5-3" tall.

Full Back 13" wide x 15" tall

Short Sleeve 3-4" wide x .5-2" tall

Long Sleeve 1-3" wide x 12-14" tall

How do I get my finished order?

Orders can be picked up during normal business hours. If you will need your order shipped to you, please let us know at the time you place your order. All shipping related charges will be added to the invoice total. Orders will be shipped via UPS unless other terms are set up. We are not responsible for any delays of your order due to bad weather conditions or the negligence of the carrier.

Can I order another shirt after I give you my initial order?

If we have the garments in stock we will gladly add them to the order. However, if the additional garments are not in stock, the entire order will be delayed until all pieces have been received.

Payment

Before we can begin working on your design, we ask for an initial payment of \$50 - \$75 depending upon the complexity of your design. The down payment is non-refundable and will be deducted from the invoice total once the order is complete. This initial payment *may* be waived if you are an established customer and have no other payments that are past due or if you are ordering for a school or business and can provide us with a purchase order number. The **entire** invoice amount must be paid for upon completion / delivery of your order. We accept Visa, MasterCard, Discover, checks, money orders and, of course, good old fashion cash. Returned checks are subject to a \$25 fee.

Can I do a reorder?

Yes, you can reorder at any time, as long as you order at least 12 garments. The price for the reorder will be based upon the total number of garments ordered at the time of the reorder.

What if I don't see what I am looking for on your website?

There may be other options available that are not listed on our website. If you don't see what you are looking for, contact us and we will see if we can find it.

Returns

There are no returns **unless** the items received are damaged / defective, incorrect, or the garment is not the correct item that was originally ordered. The item(s) cannot be returned more than 14 days after receipt. Please keep in mind, you are sent a proof of the design for your review prior to printing. Therefore, it is very important that you review the proof for accuracy (spellings, dates, name, etc.) before approving. Once you approve the design, it will be printed as shown. If a problem does exist with your order, please don't hesitate to contact us. We want you to be happy. After all, at Uniquely Yours Screen Printing, "It's All About U!"

Damaged Items

Throughout our printing process, we do our best to discard any damaged or dirty garments. If any items do arrive damaged, please call us and we will be happy to replace the damaged item.