



## Frequently Asked Questions

1. **Q: What is the cost of a screen?**

**A:** The cost of each screen is \$25. You need one screen for every color in your design. This charge covers the cost of labor and consumables to prepare & image screens for your order. This is a one-time charge. If you decide to print more shirts using the exact same design at a later date, you do not have to pay for the screens again as long as you re-print with the screen within a 6 month period. After 6 months, your screen will be reclaimed (image removed) and re-used for other orders. At that time, you will have to pay another \$25 screen charge in order to reprint the same image.

2. **Q: What is a camera shot and how much does it cost?**

**A:** A camera shot is necessary in order to output your black and white design and color separations directly from the computer to our state-of-the-art film output machine. The cost is \$15 per film. This is a one time charge also. Film positives are kept on file for a min. of 3 years. If you decide to print more shirts or promotional items up to three years later, we will still have your film on file.

3. **Q: How much will it cost to produce my artwork?**

**A:** Our talented art department cannot quote a final artwork price without physically seeing your preliminary sketches and/or design samples. If you do not have this, then we would need a detailed art description of what you would like us to design. At this point, we can accurately quote the cost of producing your artwork. Artwork is billed at \$50 per hour.

4. **Q: Can I provide my own artwork?**

**A:** Absolutely. Keep in mind that your original design must be black and white ink or laser output. If you want color in your design, you will need to provide the "accurately registered" color separations. If you would like for us to produce the separations for you, we will need a colored in copy of your original artwork to determine exactly where each color goes in the design.

5. **Q: When can I expect delivery of my order?**

**A:** Order processing takes 10 working days from confirmed order date, excluding weekends.

6. **Q: Can my order be rushed?**  
**A:** Rush service, when available, is billed at the following rate: Same Day 100%, Next Day 50%, 3rd Day 15%, 4th-9th Day 10%. Delivery dates are based on orders received by 12:00 pm local time, excluding weekends and holidays.
7. **Q: What forms of payment do you accept?**  
**A:** We accept most forms of payment, MasterCard, Visa, American Express, discover, checks (personal & business), money order, cashiers check, and of course cash. Please keep in mind that we do not accept personal checks for balances. Businesses wishing to pay balances by check must have a fully completed credit application on file as well as prior approval by our credit department.
8. **Q: Will my shirts shrink when I wash them?**  
**A:** Anything with cotton in it is going to shrink when you wash it. The higher the cotton content, the more shrinkage. 50/50 garments shrink less due to the lower cotton content. Generally speaking shrinkage is as follow: 100% cotton shrinks 10-15% in the wash and 50/50 shrinks 3-5% in the wash. Most shrinkage takes place in the dryer. We recommend hang drying to limit the amount of shrinkage. Also it is best to use warm to cold water. This will also help reduce the amount of shrinkage.
9. **Q: Will my design wash off?**  
**A:** If it did, we wouldn't be in business much longer. City Wide Promotions utilizes the best inks which are cured through a state-of-the-art garment dryer. It is not uncommon for customers to tell us a year later that the prints on their shirts still look like new, even after several washings.
10. **Q: What is your minimum order?**  
**A:** The minimum order is 12 pieces. There is also a minimum number of shirts that has to be printed depending on the number of colors in your design. Please refer to the chart on the right.
11. **Q: If I reorder more shirts at a later date will my price stay the same?**  
**A:** The price per shirt is based on the volume of shirts order. As your quantity of shirts increases, your price per shirt decreases, so if your original order was for 250 shirts and your reorder is for 150 shirts then the price per shirt for your reorder will be higher than your original order. Also check the minimum order quantities based on the number of colors in your artwork. Your re-order must fit within the minimum order requirements.
12. **Q: Does it cost more to print on the back of the t-shirt?**  
**A:** There is an additional charge to print on the back of the t-shirt. See the section on the price list called "Additional Location" it is located at the very bottom of the price list.

**13. Q: Do larger sizes cost more?**

**A:** Larger sizes are available but require an additional charge as follows: 2XL - \$2 more per shirt, 3XL - \$3 more per shirt, 4XL - \$4 more per shirt.

**14. Q: What if I want to print on Adult and Youth shirts?**

**A:** In most cases, we can fit an adult size print on a youth medium and large. In order to print the design on a youth small, the artwork has to be reduced, requiring an additional camera shot (\$15) and an additional screen (\$25) for each color in your design.

**15. Q: What other items can you print?**

**A:** We can also screen print on hats, jackets, sweatshirts, aprons, and totebags. We also offer thousands of imprintable promotional items. If you have more items that you are interested in, please give customer service a call at (301) 516-TEES (8337).

**16. Q: Do I get a volume discount?**

**A:** For all orders of 120 pieces or more, which meet the minimum order requirements, you will receive one free screen (\$25 value). NOT VALID WITH ANY OTHER OFFER. You may also mix styles and colors to take advantage of our quantity pricing. For example, if you buy 50 tees and 50 sweats, use the 100 quantity pricing for each. The imprint must be identical on all combined garments.

**17. Q: What is a digital print?**

**A:** A digital print is the process of outputting your artwork directly from the computer to heat transfer paper which is then heat presses onto the garment. This is an ideal process for reproducing full color photographic images onto t-shirt, sweats, aprons, etc. This process eliminates the need for screens, film positives, and color separations. Digitally imprinted t-shirts do however, cost more than screen printed t-shirts. See price list for details.

**18. Q: What are your hours of operation?**

**A:** Monday - Friday 8 am to 5 pm and Saturday by appt. only.