

# Frequently Asked Questions

Here are the answers to some of the most frequently asked questions. If your question isn't answered in this section, please [let us know](#).

## Production Time

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Our standard delivery window is 5 – 7 business days on orders depending on size of logo and how many locations. In the lead up to the Calgary Stampede and at Christmas, orders can take from 2 to 3 weeks.

## Payments & Exchanges

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### Payments

We accept Visa, MasterCard and American Express, Cheques, and E-transfers.

### Deposits

Apparel ordered through Embroidery Classics requires a 50% deposit with the balance due upon completion.

Art setup files to be prepaid prior to production.

Crests orders must be prepaid prior to production.

### Returns & Exchange Policy

We cannot accept returns or exchanges once the art has been applied to the product.

If your order has not gone into production and garments are still blank, then a refund may be discussed. Restocking fee of 20% will be applied to your invoice.

Credits are not processed until the merchandise has been returned and inspected. Refunds will be credited back to your credit card. In the event you paid by cheque, we will issue you a cheque for your refund.

Any additional inquiries please contact our customer service.

## **Minimums & Volume Discounts**

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We accept small orders with quantities less than 12. However, under minimum orders will incur a higher price point.

We have a minimum invoice fee of \$45.00.

Embroidery – Prices are based on QUANTITY AND STITCH COUNT. An order must have the same thread color, and design. Any thread color change or edits is considered a new order.

Hat, bags & apparel cannot be combined for a quantity pricing.

Volume Discounts on apparel may be provided, please inquire.

## **Rush Orders**

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Each rush order is quoted individually based on your needs and adjustments needed to be made by our team to meet them. We look at each situation individually and account for overtime needed, express shipping costs, etc.

## **Do you sell Blank goods?**

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Yes, we sell undecorated merchandise to be embroidered or heat transferred with your logo.

## **Where can I find apparel catalogs?**

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Right here: [View Catalogue](#).

If you need a quick turn around, this site offers a vast selection of apparel and accessories from casual and corporate wear to uniforms, hats, and handbags! Browse the online catalogs in our apparel/promotional section. After you find something, you like, [contact us](#) or use the online quote request form. It's that easy! We'll order the item(s) and have them embroidered with your custom logo.

## **Embroidery**

### **Do you accept contract work?**

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We, at Embroidery Classics, offer contract embroidery (product supplied by you, the customer)

Please contact customer service and we will provide you with a list of requirements that often become overlooked, causing unnecessary delays.

### **Do you embroider patches/crests?**

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Yes, we embroider patches with a merrowed edge.

We will customize all types of crests such as name bars, bike crests and more.

Please call for more details.

### **How big should a logo be?**

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General guidelines for embroidery projects are;

Left or Right Chest should be approximately 3 to 4" wide for logos.

For Square Logos should be approximately 1.5 to 2"

For Circular Logos should be approximately 2 to 2.5" in diameter

For caps up to 2.25" High and 1 to 1.25" tall for visors.

Full back logos up to 14"W (we only recommend putting them on materials no lighter than a sweatshirt)

Full sleeves approximately up to 10" long (western wear)

### **Does it really matter what type of material is being embroidered?**

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It's important that we know what type of material is to be embroidered. For instance, woven Shirts would have fewer stitches in them since the fabric is not as heavy as, say, Fleece.

If we're embroidering polyester fleece (being thick and springy) an 'underlay' would have to be added to avoid stitches from sinking versus a thinner material.

### **How long does the process take?**

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5 - 10 of our business days once the order is approved and the product is received. Stampede and Christmas can take up to 2 to 3 weeks.

## **Why do I have to pay a (setup fee) when my logo is already in digital format?**

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Digitizing is the process of converting artwork from a jpeg, png, bmp or vector file into a digital code that can be read by today's embroidery machines.

This digital code provides the instructions to the embroidery machine's operating system which, in turn, tells the embroidery machine's frame how to sew the design.

Digitizing is both a technical and a creative process. It is not just a scan.

While the digitizer may begin with a scan or a graphic file, an embroidery software is utilized to customize your embroidered design into stitches including steps where to stop, trim, angle and switch to different colors no matter if its a simple or complex design.

## **What is a standard art setup fee?**

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Although most standard designs fall in the \$95 'one time' setup, fees are based on the complexity of the design. The more complex, the higher the cost will be.

## **Do I have to pay a setup fee when I reorder?**

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No – As long as you use the same logo, there are no further 'setup' fees for subsequent orders.

Please note: Caps and apparel do not use the same art file, so a small edit charge will apply.

## **How do you calculate embroidery costs?**

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Generally, embroidery costs are based on the number of stitches and color changes in the design & quantity.

## **What locations can I embroider?**

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Just about anywhere you want. If we can hoop it, we can embroider it!

An alternate location option is a nice have should there be unforeseen limitations.

Should we have any questions we will contact you.

# Artwork

## Artwork Guidelines

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Please send final artwork with your required size in one of the following preferred formats. EPS is preferred, but we accept PDF, JPEG, TIFF, GIF, BMP or VECTOR, cdr version 2020 or ai version 3.

Heat Transfers: Vector files in EPS, Corel, ai. All text converted to curves.

Bitmaps/Photo images in a 300dpi Resolution in the size you want your artwork to be applied.

Clear artwork will allow us to give precision to the design.

## Can you match Pantone (PMS) colors?

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Yes, we match pantones with the closest pantone match we have in stock for your project or corporate colours.

If we do not have the perfect match in stock, we can custom order these in for you at an extra cost.

We carry Madeira thread brand and have a very large thread library to choose from. While there are over 1000 pantone colours to choose from, Madeira has around 350 thread colours, out of the 350 thread colors we carry around 300 of those threads in our library.

## What is vector art? & why should I use it?

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Bitmap art gets blurry.

Bitmap art is made from pixels. There are a set number of pixels (dots) in each inch of the image (the image's DPI). The more dots per inch the higher the resolution of the image and the clearer it will be. Once an image is created with a certain number of dots per inch it can't really be made any clearer.

Vector art stays crisp.

Vector art isn't made from pixels at all. It is made from lines and mathematical ratios. Because of this it doesn't have a DPI. You can take a postage-stamp sized vector image and blow it up to the size of a billboard and still have the same amount of detail.

Machines and programs for many processes require vector art for these reasons. It can be easily separated for silkscreen printing; the vector lines can be followed by vinyl cutting and engraving software.

## How do I get a logo to you for a quote?

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Send us an email with your attached Logo, quantity, and location (please refer to our 'artwork guideline') to [sales@embroideryclassics.ca](mailto:sales@embroideryclassics.ca)

## Customer Supplied Goods

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We prefer to work with new items that you bring in.

Please ensure you covered the itemized list below;

<https://www.embroideryclassics.ca/files/customer-supplied-goods-form-2020.xlsx>

Due Date Rush Order (Extra fees may apply)

1. Are there men's and ladies' items within the same order.?
2. Are the items marked for location?
3. Is the logo the same colour for the whole order?

**Example if your item is black and the logo has black text, replace with what colour?**

4. Are the items pre-counted?
5. Are there items that have a branded logo? If so, we cannot embroider above or below pre-branded logos. Please select a different location.
6. Are the logos the same size for the whole order? Garments? Caps? Other?
7. If not, what size in width for garments? Bags Max height Towels max Height  
Cap 2.25 "max height Other.

### **Personalized names.**

8. Please send names in a excel format one column per name, Next column with size of garment  
Names sent in Upper Case for block fonts Upper and lower case for script fonts.
9. Are there items with inside pockets, if so, your logo would have to go higher than standard location or would the opposite location be acceptable ex. Left chest Branded logo \_ Ok to place logo on Right Chest?  
Preferred location \_\_\_\_\_
10. Payment method Visa, MC, Amex, E-transfer, EFT,

Prepaid orders have the option to have orders placed in the drop box to pick up after hours.