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## Frequently Asked Questions.

**If there is something not answered please mail us.**

**Q) What is the difference between sublimation and screen printing? Does it really make a difference?**

**A) There is a big difference. The main ones include:**

- **During sublimation the ink becomes a gas, absorbing into the fibres, becoming part of the fabric. This is totally different from screen printing, where the ink is deposited on the surface of the fabric, suffocating the technical fabric's characteristic ability to breath. Sublimation, on the other hand, allows the garment to maintain its technical characteristics, continuing to breath and wick moisture away from the body.**
- **SUBLIMATED FX's full-sublimation allows you to sublimate over the entire garment (refer to "DESIGNS" section for ideas).**

**Q) How long will the sublimation print last?**

**A) A sublimation print will last the life span of the fabric. It cannot be washed out.**

**Q) Why doesn't SUBLIMATED FX offer cotton garments in their custom selection?**

**A) Sublimation can only be done on man made fabrics like polyester, nylon, lycra etc.... Because of this, all SUBLIMATED FX garments are made of man made fabrics. All shirts, jerseys, and fitness tanks are all made of a technical fabric that provides**

**excellent wicking and breathability. The modern man made fabrics are hydrophilic in nature, in other words they are specially made to drain sweat away from the body and to disperse it. This results in a fabric which is cool during summer and warm in winter. All jackets are made of a durable windproof, water repellent fabric.**

**Q) What is the minimum order quantity?**

**A) 50 units which can be mixed (example men's and ladies and jackets combined quantity is 50 is acceptable). We will however make smaller quantities as low as 2 which attract at a higher rate (depending on quantity). A quantity of 1 will attract a sampling price.**

**Q) Can I see a sample of the garment for size or colour?**

**A) We will be happy to supply samples for sizing or colour match purposes. We charge for each sample which is refundable upon return excluding any postage / carriage costs. If you would like to know more please feel free to contact us.**

**Q) What colours are available and can you match the colours of my logo if I provide the printed pantone colour reference?**

**A) We work to the international Pantone matching system which has about 1000 specified colours. Exact Pantone matches would require a dye-batch of the exact same material and therefore we cannot guarantee 100% exact matching.**

**Q) Can I get help customizing my order to a design I want?**

**A) Absolutely! Just **email** us and we will be happy only too help you through the custom process and answer any questions that you may have.**

**Q) When do I pay for my order and how do you accept payment?**

**A) We ask for a 50% deposit on all orders which can be paid by internet transfer. Orders will not commence until the deposit is received. We will also require the balance paid before we deliver the order.**

**Q) Can I change my order after it has been submitted?**

**A) Yes, providing the order has not reached the prepared for printing status. You may incur some design costs if your cancellation is accepted.**

**Q) Will SUBLIMATED FX's printing conform to my association's uniform standards?**

**A) Most likely, however it is your responsibility to confirm you uniform requirements (if applicable) and to confirm these requirements with your sales or customer**

service prior to ordering.

**Q) How should I care for my sublimated apparel?**

**A) All custom apparel should be washed inside out, in cold water, with like coloured items and then hung to dry. Garments should be removed from the washing machine as soon as possible after completion of the washing cycle. This will preserve the technical features, colour and print clarity and protect your other clothing items from potential running of colours and ink. Tumble drying is not recommended as it may cause the fabric to shrink and the heat will cause the print to bleed. For more detailed information see **GARMENT CARE**.**

**Q) Can I iron my sublimated apparel?**

**A) Sublimated FX does not recommend ironing any of our performance garments. If ironing is required, we advise that the garment be ironed inside-out to avoid contact between the surface of the iron and any customisation (printing, numbering, etc) of any kind that has been applied. For more detailed information see **GARMENT CARE**.**

**Q) What happens if everything arrives and something is wrong?**

**A) If a problem, omission or miss-communication happens you should contact us to discuss it. Most problems that occur during custom production are minor in nature, meaning that they do not impact the overall appearance or function of the garment. In most cases, we will request your understanding and offer you a coupon or retroactive discount that more than compensates you for the error. If however, the problem is of a pervasive nature, we may request that you return the goods with a full remake of your order. Your satisfaction is very important to us and we will take all reasonable actions to provide solutions that are equal to or exceed the value of any problem that may have occurred. We appreciate your patience and understanding that short run, customer direct manufacturing is a complicated process and on occasion results may not exactly equal the customers' visualisation of the end product. We do however guarantee quality and reasonable customer satisfaction.**

**Q) What is SUBLIMATED FX's warranty policy?**

**A) All SUBLIMATED FX custom products carry a 14 day warranty against manufacturer defects. If you suspect a defect in your product, please contact us directly. SUBLIMATED FX will attempt to assess the nature of the problem and may request product photos or that the products be returned to us. Depending on the**

**pervasiveness and severity of the manufacturers defect SUBLIMATED FX will recommend some reasonable resolution options to you that may include retroactive or future discounts or a remake of the entire order at no (or only partial cost) to you. SUBLIMATED FX does not warranty against damage through rough use or damage resulting from non-compliance to recommended product care guidelines.**

**Q) Can I add team names and numbers to shirts?**

**A) Yes we can sublimite or heat seal designs, numbers and names on to shirts, contact us to find out which technique is most cost effective and suitable for your order.**

**Q) What are the number sizes?**

**A) We have numbers sizing as follows: Large 20cm high and Small 7cm high.**

**Q) What design options does SUBLIMATED FX offer?**

**A) You have 2 options – Full-Custom Design or Stock-Art Design:**

- **Full-Custom Design** – if you have your own design you want to cover the garment (or part of the garment) you would use full-custom design. We can provide you the templates for you to place the design onto, or you can give our artists the design and they will place it onto the templates. It is highly recommended that all designs are pre approved by SUBLIMATED FX's art department to avoid any limitations, which may occur during printing and/or sewing. (Refer to **DESIGN SPECS**) for detailed information).

- **Stock-Art Design** – SUBLIMATED FX has a bank of stock art designs you can select from, then drop your logo/message onto locations of your choice. The stock art design colours can be changed to meet your colour/design scheme. This is a great option for the customer that wants an all-over design but doesn't want to design it themselves. (Refer to **ABOUT DESIGNS**) for detailed information).

**Q) Are there any design limitations?**

**A) Yes, there are a couple of limitations you should be aware of when creating the design:**

- **Crossing the seams.** Due to the sublimation and sewing processes most designs that go directly across the seams cannot be done or are strongly discouraged. This is because during both the sublimation and sewing process the exact location of the sublimation images have a slight variance from piece to piece, and from size to size, which does not allow designs to match up 100% from front to back or sleeve to body, etc. In addition, one size design is used for all apparel sizes,

which means how a design falls on the seams of a small will be different than how it falls on an XL.

- Artwork is sized to one size garment, and then used on all sizes. As a result, if your design goes right to the seam, where it falls, in relations to the seam, will vary from size to size.

- There are a number of other minor and irregularly come across limitations too complex in nature for this page. Working with our designers will limit the number of problems you may come across. Our designers love graphic art stuff, they are only too happy to help.

**Q) : Does SUBLIMATED FX offer private labeling?**

**A) Yes, but only for a fee. Contact us to discuss this.**

**Q) What is standard production time?**

**A) 4-6 weeks, after art approval. You need to call for exact time frames with each order. It is recommended to add an additional 3-5 business days for artwork/approval. (Remember to allow for time-in-transit).**

**Q) Does SUBLIMATED FX accept rush orders?**

**A) Yes, sometimes it is if possible. You must contact us for rush order approval and any associated rush charges.**

**Q) What sizes garments does SUBLIMATED FX manufacture?**

**A) All of the sizes of our garments are shown on the individual product pages. With ready to wear clothing the sizes shown are what's available. It is possible to make larger sizes in our range up to 62. We appreciate that it may be difficult to order garments when you cannot necessarily try them on so if you look at our comprehensive sizing chart and if you still have any questions please do not hesitate to contact us for guidance.**

**Q) How do I know if it will fit?**

**A) Please download our sizing charts and fit guide by clicking [Size Charts](#). Please also consider that no 2 garments (from any brand) fit identically. We take extra care to ensure that our apparel items fit to specification, however excessive printing and/or sewing machine tolerance levels can vary results. If a garment is significantly off the stated specification please contact us via [email](#) and we will investigate and resolve the problem.**

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