



## The Order Process - Explained in Normal Language

Ordering custom sublimation Team Wear can be a very difficult and confusing process as the possible options and variations are almost limitless. So, to help you understand what we need from you please work your way through this document and if there is still something you are unsure of, send us an email with your questions.

### What we will need from you.

1. We need your information. New customers please fill in a [registration form](#).
2. We need your design. Got to [Designs FAQ](#) for more information.
3. We need all the logo's to be used.
4. We need the product you want to order.
5. We need the sizes and quantities for each size you want to order. Refer to our [Size Guide](#) if you need help.
6. If you need names or a numbers please use this [Print Details](#) file.
7. What date do you need to collect the order. Refer to [Delivery Period](#) for more information.

Once we have all the above we will end you a invoice for you to pay the deposit.

We will also send you artwork for you to approve. If any alterations are required, you will receive New Artwork. This process will repeat until you approve.

### To be able to move forward with the order we must receive from you :

1. Proof of payment for the deposit.
2. Artwork approval.

### The "Print Requirements" have at that point been met for production to begin.

- You will receive email an confirming production starts.
- You will receive progress updates by email once a week.
- You will be notified a couple of days before the order will be finished. At that point you will need to arrange :
  1. Final payment.
  2. Shipping.
- You will receive a final email notifying you when the order has been packed and is ready to ship / collect.

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