

# Important Artwork Information:

It is crucial to thoroughly review any proofs we send you, as mistakes can happen. Once you are satisfied with all the details, please reply to our proof email with a simple "OK to proceed." We hope that by outlining some potential pitfalls below, we can serve you better.

## **PROOF APPROVAL**

Please note that once you approve any proof, we cannot offer compensation for any issues related to that approval. By approving the proof, you confirm that the garments or product type and colour, logo style/colours, and logo positions are correct.

## **DELIVERY TIMELINE**

To find out when you can expect your items, please [click here for our logo turnaround time](LOGO\_DEADLINE\_INFO).

## **TYPE OF ITEMS ORDERED**

When you placed your order for items such as embroidered clothing or custom printed clothing, our admin team would have emailed you a sales confirmation listing all products ordered and costings. If you did not receive this, please check your junk folder or contact us to resend it. Ensure that the garments listed on the proof correspond exactly with your order and are what you require, as input errors can occur. This is your final opportunity to notify us of any discrepancies.

## **LOGO SIZE**

The image you see on your emailed proof is a visual representation and not exact to scale. The position is not precise due to the tolerances involved in textile printing. Please refer to the dimensions in millimetres provided for the actual logo dimensions.

## **LOGO POSITION**

We strive to be precise with logo positions, but variations can occur due to factors such as padded items, garment size tolerances from manufacturers, operator accuracy, and different garment styles. The tolerance for logo positioning is up to 20%.

## **PANTONE COLOURS**

While we can match many Pantone references, not all can be achieved in textile printing. If a colour match is critical, send us your Pantone numbers, and we will inform you if it is feasible. Keep in mind that colours may not cross-reference perfectly in textile printing. If you require an exact match, we recommend sending us a printed garment, and we will match the colour as closely as possible before printing the entire order. Please note that colour variations can occur due to different substrates and printing methods.

## **TYPE OF PRINT**

We produce over 5000 prints per month using DTF prints, and embroidery. The method used depends on production needs, garment type, and quantity. Please check the print style indicated on your proof and inform us if you require a different method. Even if a particular print style was used previously, it may not always be possible to use the same method for future orders. If you require the exact same print process, please provide the previous reference number and state "same print required."

## **CUSTOMER-SUPPLIED GARMENTS**

Our garments are specifically chosen to complement the logo process. Due to the vast array of garments available on the retail market, we cannot guarantee the success of our print methods on customer-supplied garments.

Although we are willing to proceed with the printing or embroidery at your discretion, please be advised that we can **NOT** accept liability for any damage that may occur to the garment you provide during these processes.

**SUPPLIED LOGOS**

If you have supplied your own digital artwork file (e.g., EPS, PDF), it may render differently on our machines. Please ensure the quality of your artwork, check that the font has interpreted correctly, and verify that nothing is missing from your original file. We may need to modify or redraw your artwork to achieve the best possible print.

**ONE-OFF SAMPLES**

If the proof is for a "one-off" sample for a future order, please let us know, as different print methods are used for different quantities of garments to ensure the best value.

**DESPATCH DATES**

All despatch dates are estimates and are not guaranteed unless you have chosen our express logo service options. While we rarely exceed these dates, please be aware that printing textiles differs from printing on signs or paper products. The same tolerances apply to embroidery decoration.

For further assistance, please contact us at [sales@dittocc.co.uk] or call us on 01325261020. Thank you for your attention to these details, which helps us deliver the highest quality service.

**Manufactured Garment & Printing Tolerances**

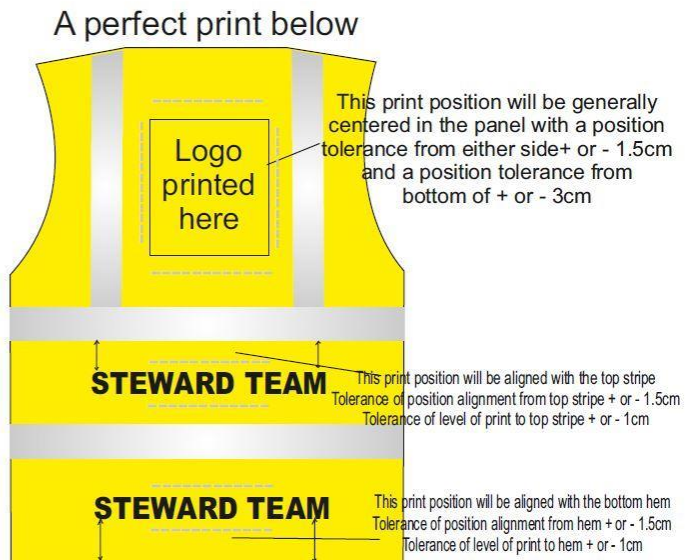
This page will give you info on our allowed print tolerances. textile printing is unlike paper or solid substrate printing, in that no 2 garments are made identical as they are made by hand and sewing machines.

This results in differences in the position of some items, e.g. stripes/pockets/badges/hems etc. For this reason, It is impossible to make a screenprint sit identical on every garment so we have come up with a guide of what you can expect when screenprinting bulk qty items such as hi vis vests, or tee shirts etc.

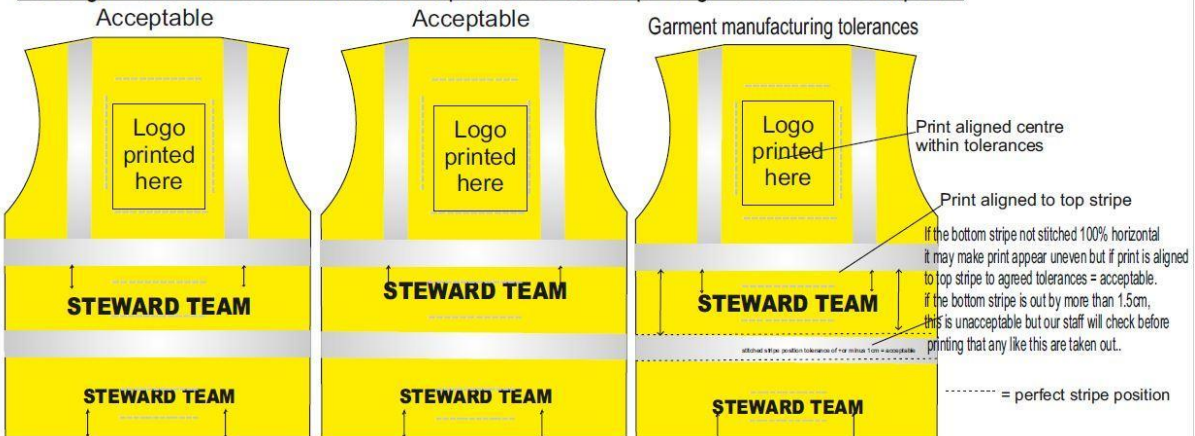
OF COURSE, our operators do their best and will remove any items deemed outside of normal tolerances before printing or despatch, but this page will help you understand if you do see an issue you feel falls outside of this.

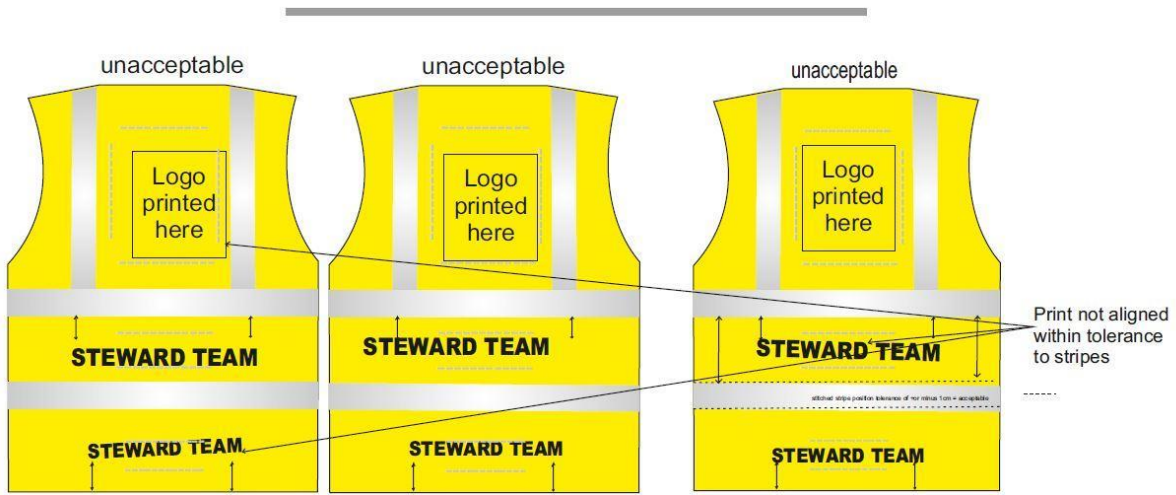
**\*\*Please see the tolerances in cm at the side of each image to the right**

Should you still feel they do not meet the requirement just give us a call and our returns dept can investigate further and rectify any errors where possible.



As the garments are not all manufactured equal, tolerances for printing like below are acceptable





Below, you'll find examples showcasing variations in print positions by reputable brands. These examples highlight slight differences in position and alignment, with one notable instance displaying a significant deviation from our logo standards, which we neither expect nor condone.



## Logo Deadlines

For answers to all your other questions and more, please click [\[here\]](#) for our FULL FAQs.  
\*Please see important information regarding tolerances of logo positions [\[here\]](#)\*(link to PDF)\*

### HOW LONG WILL IT TAKE TO GET YOUR ORDER OF PRINTED OR EMBROIDERED ITEMS?

For our print and embroidery departments, we operate on an industry-leading 7-business-day turnaround as standard. However, we also offer express services (see bottom of page) from as little as the same day for some custom logo items if ordered and paid for before noon, should you need your items in a hurry.

Most often, we are within these times, but you should use it as a general guide to see when you can expect your printed or embroidered items. This time is taken from either when you pay or when you approve the artwork we send you.

All turnaround times are quoted on items having a logo in 1 position only:

- 2 logos would be up to 10 working days
- 3 logos: 12 working days
- 4 Logos: 14 working days
- Anything above this is POA, so please call with details.

Of course, these are guidelines, and we will do our best to accommodate your deadlines.

**For example**, if you pay on a Monday, most often than not, we would have the artwork set and sent to you by the Tuesday or the latest Wednesday, as we try and set all artworks within 24 to 48 hours. Should you not have received your artwork in this time, please get in touch as we may have some problems, such as having your email wrong, etc.

If you reply the same day we send the artwork, you will still be on target to receive your goods 7 working days from when you paid (1 logo). If you don't reply, then possibly each day that passes until you do reply adds another day to the scheduled production target for our custom print and embroidery departments, though we do try and pull any jobs forward where production capacity allows.

Customised items can and do sometimes have mistakes, though we do everything we can to eliminate them. Sometimes the odd thing can go wrong in our systems. If you don't see artwork or goods within the specified times, then please feel free to contact us so we can do everything possible to get your printed or embroidered items in time.

Finally,

If we have set your artwork to the proposed design, either from, say, a jpg file you sent us or an image, and then you decide to change it, this again could add time to the 7 working day schedule. If you make changes, they may go in your junk folder, etc., so please check promptly and reply as soon as possible. We will try and contact you by telephone where possible should we not hear from you via email. If you do not reply to our emails, our staff may have to redraw (very rarely it may be chargeable to do this, but we will inform you). Please try and send us good artwork of at least 200 dpi and a size that fits to fill your computer screen as big as possible. Poor quality artwork can delay your order.

### WHAT CAN DELAY MY ORDER?

See samples of acceptable and unacceptable logos below. The size needs to be as big as possible for our designers to achieve the best results in printing. Poor quality artwork can lead to poor quality printing.

**PLEASE NOTE:** Any print or logo service will have a plus or minus tolerance of 10% regarding the positioning of the logo. Garment printing is a somewhat dynamic process, and due to different types of fabrics and garments, logos may need to be adjusted to different positions to suit the product they are being applied to.

**Acceptable image**

**Unacceptable image**

