

## frequently asked questions...

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### Order Process

#### **How do I get a quote for Custom Gear?**

You [contact us](#) with your enquiry telling us which garments you are interested in and what sort of quantities you are looking at; we provide a written quote based on your specified garments/quantities - you sign authorised approval of the quote

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#### **What is a Sketch Agreement?**

We also provide a sketch agreement to sign for your approval confirming our commitment to work together to produce your custom design and abide by our Terms and Conditions - before we start the sketch process we agree to embark on your custom designed jersey and you sign an agreement to that effect.

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#### **How do I see my design?**

The design process has commenced - you view the sketch on-line and for this you have a private page on our website ... you let us know if it's what you want, and make up to 3 amendments if necessary, until you are happy with the finished design. Once you are satisfied a final version of the sketch is emailed to you for your approval.

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#### **How do I confirm sizes?**

We supply you with an order form for you to sign, confirming cost, sizes and quantities. We can supply a range of loan gear to try for size before ordering, so you are sure of getting the correct fit [please enquire for further details], when you send us your order form we send you an invoice and once we receive cleared payment we process your order.

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#### **What are your delivery times?**

For orders up to 50 items, delivery time is 6 to 8 weeks - if any outstanding payment is due we send you an invoice for the balance, and once your invoice is paid in full we arrange delivery of your order - it's as easy as that!  
Delivery is via Australia Post - Post Express.

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### About SprintDesign®

#### **What Web Browsers do you support**

This site works with [Safari](#) or [Firefox](#), [Opera](#), [OmniWeb](#) (Mac) and [Chrome](#), all available free, for Mac and PC.

To view in Internet Explorer make sure the latest Service Packs are installed, Java is up to date and you are running IE7 or later.

Site is not supported on IE6.

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#### **What's special about SprintDesign?**

- o No design fee
  - o No limit to your design
  - o No minimum order quantity
  - o Use as many colours as you require – No charge for colour
  - o No set-up costs
  - o Sizes available in most tops and bottoms are –
    - Children's sizes – yXS–yXL
    - Regular sizes – 3XS–3XL
    - Larger sizes – 4XL– 6XL (7XL for some garments)
- ... and we have size charts for all garments in the range so you can be sure of ordering the correct fit
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#### **and what's really special ...**

**CUMULATIVE COSTING** We offer prices on a cumulative costing basis; this means:

if you add more jerseys to an existing order the additional garments will be priced at the new "total order amount" as if you had ordered this total at the outset ... so, say you order 10 jerseys at the 10 jersey price, then order another 10 a few months later using the same design, the additional 10 will be at the 20 jersey price; the cumulative costing basis applies per product, not on combinations of products and we offer this benefit up to 50 of one garment – from 50 to 100 the price is fixed, then from 100+ we once again look at reducing your price – reductions depend on the garment in question ... if you need any clarification please contact us

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#### **What else do we do?**

#### **CORPORATE GEAR and AFTER-SPORT WEAR**

We supply custom designed;

POLO SHIRTS, TEE-SHIRTS, POLAR FLEECE JACKETS and AFTER-SPORT wear using the same design or elements of the same design as your custom designed cycle or tri gear

#### **EVENT MERCHANDISING**

We supply all event merchandising requirements using the same design or elements of the same design as your custom designed Cycle or Tri gear ... want to know if we can supply something just ask! Examples of merchandise we can supply include:

- o Water bottles
- o Stubby holders
- o Lanyards
- o Cups
- o Pens
- o Bags
- o Caps

### What are your artwork requirements

Although SprintDesign use predominately Mac computers, we can accept files from all systems. We request that all digital files be sent to us as early as possible. The more you can do to prepare logos and digital artwork the faster we can get your job going.

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### What file formats do you required?

We prefer that all files, logos and designs be created as vector art in FreeHand. These can be saved as Freehand, Illustrator EPS or IllustratorCS files. Please make sure that fonts are made into outlines or converted to paths. Adobe Photoshop can also be used along with, jpeg's, tiff's and psd's. If you supply this type of digital file please make sure they are high quality images of at least 300 dpi at final size; a logo from a website is not sufficient. Please refer to our [Acceptable & Unacceptable Artwork](#) section for more information. Send your artwork to; artw...@sprintdesign.com.au or mail your CD to SprintDesign, PO Box 7182, Spearwood Western Australia 6163. For further information on design requirements please call us from within Australia on 1300 650 525 or internationally on +61 8 9434 4444

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