Your Classroom Faces order kit

Single-ink class shirts

Selected template: Puzzle Pieces

Start here - read before printing

Page 2: print the drawing template and duplicate it for students. Keep one template size across your class.

Page 3: print and complete your matching order form. Read the option-specific instructions beginning on page 4 before collecting artwork or payment.

The remaining pages are reference material. You may read them on screen; you do not need to print the entire kit.

Make the drawings

Use black Sharpie Fine Point for single-ink portraits.

For handprint or footprint orders, use a separate blank white sheet for each individual print instead of a face template. Read the special artwork guidance in the FAQs.

Before mailing

Check wording, shirt/ink choices, sizes and quantities. If eligible with 15 or more paid shirts, record the free teacher shirt on the submitted order form.

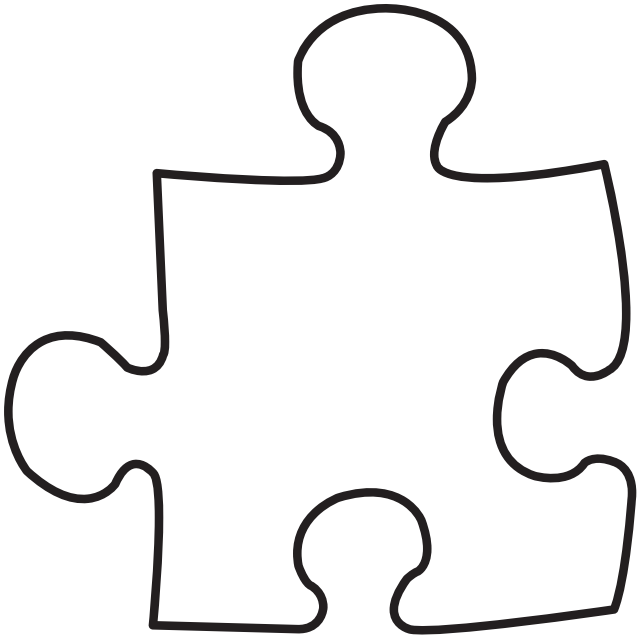
Count and trim the drawings as instructed. Put them in an envelope labeled with the teacher name and paperclip it to the completed order form. Include the payment or approved purchasing paperwork required by your form; card payment uses an emailed Square link.

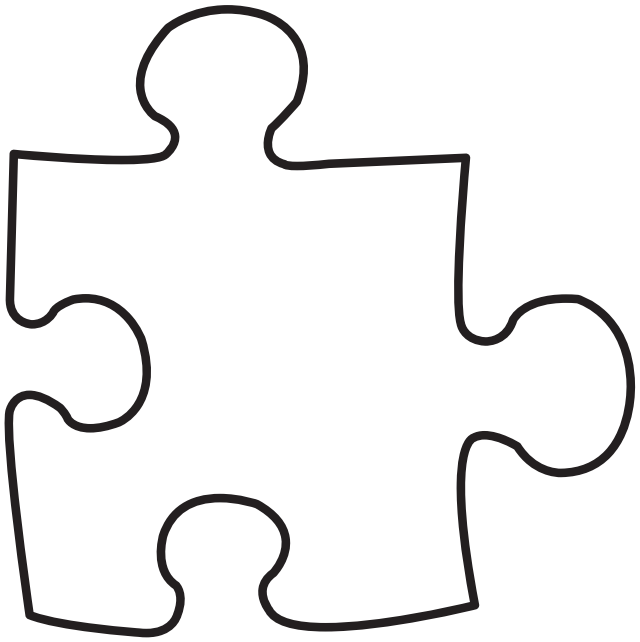
Keep copies and mail with tracking. UPS or FedEx with tracking are preferred. USPS Priority Mail with tracking is also acceptable. Ordinary First Class mail is not recommended. Allow for inbound mail, processing, proof approval and outbound shipping.

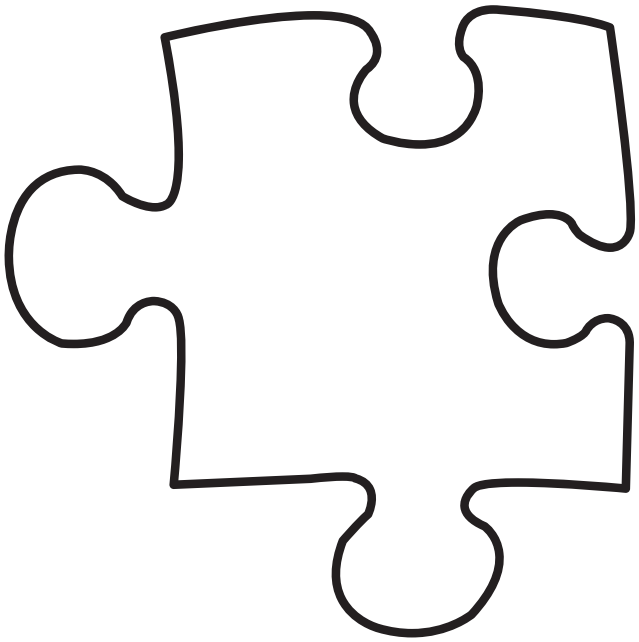
Questions or current turnaround: classroomfaces.com | 317-405-8955

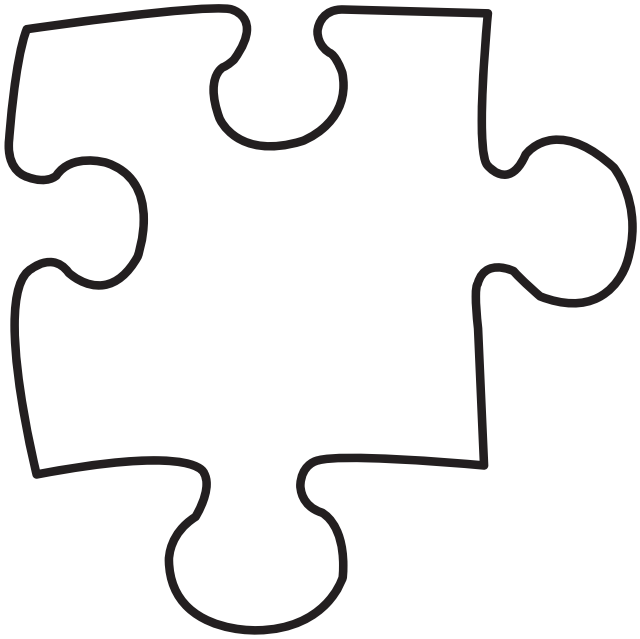
4 Puzzle Piece Templates

These templates will likely be reduced 50%+. Do not draw or write outside the box. We recommend a "Sharpie Fine Point Marker" for these drawings. Please trim pictures just inside the box.









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Classroom Faces® Single Color Order Form

We want the top of the shirt to say: (USE BLUE OR BLACK INK ONLY TO FILL OUT THIS PAGE)

_____

_____

_____

We are including (#) _____ drawings of which #____ are children, and (#) ____ are staff.

The shirt color we want is: _____

The ink color we want is: _____

(See website for specific shirt/ink color combos)

100% preshrunk, heavyweight cotton; Ash and Sport Grey are 90% cotton/10% polyester

27 or less drawings: Minimum order is 15 shirts

(Higher drawing counts have higher minimums. See details for minimums on web site)

Turnaround time does NOT include to/from shipping!

Check homepage of website for turnaround time before ordering!

PROMO CODE _____ **(Limit of 1 Promo code per order)**

YOUTH SIZES

QTY	SIZE
____	XS (2-4)
____	S (6-8)
____	M (10-12)
____	L (14-16)
____	XL (18-20)

ADULT SIZES

QTY	SIZE
____	S
____	M
____	L
____	XL
____	2X
____	3X
____	4X
____	5X

Our total order of shirts ordered is:_____

# of paid Youth shirts	___ x $13	= _____
# of paid Adult shirts	___ x $13	= _____
# of paid 2X-5X Adult	___ x $16	= _____

Artwork Charge (if applicable): $ _____

New! Rush Charge (optional): $ _____

Subtotal: $ _____

Tax: $ _____

Total: $ _____

Additional Information:
Pricing is all-inclusive (artwork, setup, shirt, printing, & standard shipping.)

A $35 artwork charge applies if your order does not have 15 or more paid shirts.

READ THIS

RUSH CHARGE: $125 (per class) 10 business day turnaround time. *See FAQ for details.* Rush charge includes 2nd Day Air shipping (where available in the continental US).

7% tax is for Indiana orders without a tax exempt form. ST-105 form is required for IN tax-exempt orders.

Standard & Rush order turnaround time is based on date we receive a completed order. Delays in payments/approvals/email responses, bad artwork, changes, etc. add time to posted turnaround times!

PAYMENT INFORMATION

Please make checks payable to A+ Images, Inc.
(No individual parent checks--1 check per order)

_____ Check # _____ is included with this order for the amount of $_____

_____Enclosed is our approved P.O. #_____

_____ I wish to pay with a CREDIT card. I understand an invoice will be emailed to me to pay online. No credit cards will be taken over the phone. I understand my order is on hold until I pay the invoice.

_____ I wish to pay with a DEBIT card. I understand a link will be emailed to me to pay online via Square Cash. No debit cards will be taken over the phone. I understand my order is on hold until I pay the invoice.

SHIP TO MY SCHOOL: (PLEASE PRINT)

Street (UPS) address please, NO PO BOX

School _____

Att: _____

Street: _____

City_____

State _____ Zip_____

Phone #_____Ext _____

Email: (required)_____

Fax: _____

This order form is good for orders postmarked through 12/31/2026.

Before you collect drawings and payment

Single-ink class shirts

Read the option-specific instructions on the next page before collecting artwork or payment. Keep those instructions with your order form.

Choose the right drawing materials

Use fresh black Sharpie Fine Point markers for single-ink portraits.

Keep the class artwork consistent

Use one template size across the class and follow its printed directions. Each handprint or footprint belongs on its own separate blank white sheet; read the special FAQ guidance.

Complete the matching form and paperwork

Confirm the wording, shirt and ink choices, sizes, quantities, payment choice and adult contact details. Include the payment or approved purchasing paperwork required by your form. Record an eligible free teacher shirt on the submitted form.

Plan the mailing and review time

UPS or FedEx with tracking are preferred. USPS Priority Mail with tracking is also acceptable. Ordinary First Class mail is discouraged. Allow additional time for mailing your packet to us and outbound shipping; payment or proof delays can add time.

ORDERING INFORMATION-CLASSROOM FACES® SINGLE COLOR

Please use this sheet as a final review before sending your order to us.

PLEASE make sure your parents know this is a one-time offer. It will be more expensive to order a single shirt after you have received your order.

- ☐ All teachers submitting orders have **read the directions** on our website (and in this document).
- ☐ All teachers submitting orders have **read the FAQ** posted on our website (and in this document).
- ☐ All drawings should be in black marker—no pen, pencil, no colored markers, no tracing over pencil.
- ☐ All drawings are original artwork (no copyrighted images, drawings, logos, etc.) Your school logo is OK.
- ☐ Cut out each drawing, **just inside** the template lines. Place the drawings in an envelope with your name and **paperclip** the envelope to the order form. **Orders received failing to follow this step will be charged a $10.00 art charge.**
- ☐ Make sure you have counted the number of drawings included with your order and that this number matches the number on the order form.
- ☐ Complete the order form with your payment and shipping info---even if it is a multiple order and only one check is being sent with the entire order. Orders must be mailed, not faxed.
- ☐ Your email address is required for issues with your order and UPS tracking information.
- ☐ You must pay in full by credit card, your personal check or school check, money order, or a cashier's check. NO parent checks please. An approved purchase order sent in with the order is also a valid payment method.
- ☐ **TAX EXEMPT SCHOOL ORDERS MUST INCLUDE AN ST-105 (link on website)**

We will use our best judgment when making your layout. We normally position the staff at the top and then arrange the children. **If you want to make changes to the layout** (changing the wording, repositioning pictures, etc.) there will be a **minimum charge of $10** to cover the extra graphics time. Based on staff to student ratios, drawing size, and wording at the top, no two layouts are identical. However, we will attempt to make layouts from the same school sent in together as similar as possible.

Please finalize your shirt count before sending in your order. Adding shirts or changing sizes to an existing order often results in errors and may result in significant delays. If you find you have made a serious error and absolutely must make changes, your shirt order will be pulled from our production schedule, the changes will be made after payment is received, and your order will then be put back at the end of the current schedule.

Shipping charges to the contiguous US are included in the cost of the t-shirt. **If the shipping address you send us is not correct and UPS bills us for the error, you will be invoiced for the cost of the error plus a $10 service fee. MAKE SURE YOUR SHIPPING ADDRESS IS 100% ACCURATE!**

Shipping charges to Alaska, Hawaii and outside the US will be our actual shipping costs. We can estimate these charges for you ahead of time; however, we won't know exact cost until we are able to weigh your shipment. We suggest you use a credit card to cover shipping costs.

Make check payable to: "A+ Images, Inc." & send to:

Classroom Faces by A+ Images, Inc.
5700 W. Minnesota STE A5
Indianapolis, IN 46241
Questions? Call us! Toll Free: 800-634-0054

For multiple orders from the same school, please use one order form per class. The entire school order may be paid for with one check or one credit card.

Classroom Faces® Directions 317-405-8955

1. Download one of our templates from the link on the top menubar. There are 3 sizes of templates. The largest templates are for younger children, usually up to 1st grade. The smallest template is for older children who have good fine motor skills. Use one size template for the entire class. If in doubt, use a larger template. Many teachers make copies of the template and give one sheet to each child. This gives the child a chance to practice.

2. Use the markers for your selected shirt option: black Sharpie Fine Point for single-ink drawings, or colored markers as specified in the full-color or Class of instructions. Do not use pen, pencil, colored pencil or crayons. Avoid pastel and neon markers. Follow the template instructions and use substantial lines; thin lines may disappear when larger drawings are reduced.

3. Have the children draw their facial features and then print their name under the picture. It is OK for the name to dip a little below the guidelines. Do not draw on the outside lines of the template. See samples of student drawings below.

Drawing is outside template Lines are too thin GOOD!

4. Make sure there are no smudges or other marks on the drawing. Remember, we cannot improve the quality of the drawing. If it doesn't look good when you send it, it won't look good when we print the shirt. Avoid extreme detail and thin lines.

5. When the drawings are done, trim the pictures just inside the template outline and below the name. Put the trimmed pictures in a small envelope and label with the school/teacher name and paperclip the envelope to your order form.

6. Determine the wording for the top of the shirt, choose the shirt color/sizes, ink color and complete all information on the order form. An email address is required so we can send a proof of the layout before printing. No job will start without your signed approval.

7. Mail the completed order form/drawings to the address on the order form. Multiple class orders should be sent in one envelope.

Classroom Faces FAQs

Reference guide for planning, drawings and mail-in orders. Check the website for current turnaround and updates. You do not need to print this entire reference guide.

Topics: Planning and turnaround | Drawing instructions | Shirt options and sizes | Ordering and payment | Proof approval | Reorders and changes

Planning and turnaround

What is turn-around time?

Turnaround runs from the time we receive an order that is fully ready to process until the shirts ship. If payment or required information is missing, or information conflicts, the clock does not start until all issues are resolved. An approved school purchase order counts as payment for order processing. If card payment is not received by the next business day, it could cause a delay. Proof approval received after the deadline listed on the proof can also cause a delay. Allow additional time for mailing your packet to us and outbound shipping. Check the current turnaround notice before planning your date.

How long does it take to make the shirts?

Processing times vary based on the time of year. We are very busy from mid-September through December and from mid-March through early June. In Fall and Spring, it is normal to have a 4-week processing time. August, early Sept, January, February, and early March have much shorter processing times. ***Please plan early for graduation shirts***. The website frequently updates our current turnaround time as needed.

How should I send in my order?

UPS or FedEx with tracking are our preferred choices. USPS Priority Mail with tracking is also acceptable. Ordinary First Class mail is not recommended: orders can take weeks to arrive, even from neighboring states. Keep a copy of your paperwork and use the tracking number to confirm delivery.

How do I know you have received my order?

Use your mailing tracking number to confirm arrival. We cash checks and send Square card-payment links when orders arrive. Purchase-order orders do not receive a separate receipt notification. We will contact you if something needs attention; otherwise, the next message is your layout proof for approval.

We want to do shirts for graduation in the spring, when should we send in our artwork?

Beginning in March, we will likely need 3-4 weeks for processing - from the time we receive your order. Plan accordingly for spring orders - Please order early. A rush fee will apply for any order that needs to ship within 10 business days.

Can we pay extra to rush our order?

Yes. Orders can be prioritized to have turnaround times no longer than 10 business days for $125 per order when this option is selected and paid on the order form. This price also includes 2nd day air shipping. If you need your order in May, it is suggested to send it no later than March 31st. It is highly likely a rush fee will be necessary for any orders sent in April or May for orders needed mid-May through early June. Check that your order is complete before mailing. Delays caused by artwork issues, payment, requested changes or proof approval are additional to the 10-business-day turnaround.

What is a “business day”?

A business day is any day we are scheduled to be open. Generally, this is Monday-Friday. We are closed some federally observed holidays and select other dates throughout the year. Our hours can be found here: https://www.aplusimages.com/contact-us/

Can I rush my order after sending it in when I didn’t originally include a rush fee payment?

Please contact us to ask whether our production schedule can accommodate a late rush request. If accepted, the fee is $200 per class and must be paid immediately by credit card. Checks and purchase orders cannot be used for this late rush payment.

Why do you charge to rush orders?

Rush fees cover the additional scheduling, overtime and expedited shipping required to prioritize an order. Ordering early gives your class more flexibility and helps avoid rush charges.

How should we send you our orders?

For preferred carriers, acceptable alternatives and tracking guidance, see How should I send in my order?

Drawing instructions

Can we use pencil for the drawings?

Please use the marker specified for your shirt option. Pencil lines are usually too thin or light to reproduce well, and eraser marks or smudges can appear on the shirt.

What should we use to make the drawings (single ink color)?

For single-ink drawings, use a fresh black Sharpie Fine Point marker. Make lines at least as thick as the face oval on the template. Dried-out markers create faded lines that may also look faded on the shirt.

Why don’t you want a fine line marker?

Larger drawings are reduced for printing, making thin lines even thinner. Use substantial lines at least as thick as the template oval. Despite its name, a Sharpie Fine Point marker is suitable for the single-ink option.

What should we use to make the FULL COLOR drawings?

For full-color drawings, use fresh Crayola Conical Tip Classic Markers and make lines at least as thick as the template oval. Avoid pastel and neon colors because they do not reproduce well. Read the instructions for your selected full-color option before starting.

How will the full color drawings print on the shirt?

The printed shirts look very similar to the drawings on paper, but some slight differences may be noticed. Look at our sample shirts page to see an example of a full color Classroom Faces T-Shirt.

How much detail will show up on the shirts?

This is hard to explain since every order is unique, but we’ll try. For the majority of layouts, the drawing will look very similar to how the drawings are. The less detailed the drawing is and the fewer drawings there are on the shirt, the more accurate it will look. If the drawings have extreme detail (thin lines very close together), and/or the are a lot of drawings on the shirt (generally more than 30), when the drawings shrink, the gaps between lines shrink. When you convert the drawings into screen printing art, some of these gaps may fill in. The happens more often when using light colored inks on dark colored shirts vs. dark color inks on light colored shirts because more ink gets put onto the shirt. You should not expect identical print quality between the proof on a laser printer or high resolution monitor vs the actual screen-printed shirt.

Can the children “outline” their drawing in pencil and then use marker to go over the pencil lines?

Please draw directly in marker rather than outlining in pencil. Any pencil lines not covered exactly can appear on the shirt as doubled features or visible smudges.

Can I mix different size templates for my class?

Use one template size for every drawing in the class so the drawings work together in the finished layout.

My toddler class/3 year old class cannot draw good pictures. What can I do?

Handprints or thumbprints are an alternative for groups that find portraits difficult. See the handprint guide and examples. Each handprint or footprint belongs on its own separate blank white sheet.

How do I do a handprint/footprint shirt as seen on the samples page?

Use a separate blank white sheet for each handprint or footprint, with only one print per sheet. Write the child's name below the print and keep it proportionate so it remains readable when reduced. For single-ink shirts, use black finger paint and a black marker for the name. Make a firm, dark print. For full-color shirts on white, follow the full-color instructions. See handprint examples and directions.

Will the drawings I send be the same size on the shirt?

Possibly, but not likely. The size of the layout depends on how many drawings are on the shirt, along with the smallest shirt size in the order. Except for very small classes (<12 drawings), we will likely shrink the drawings.

What should I put at the top of the shirt?

Anything you want! Most teachers include some of the following: School name, teacher name, grade level, school year, class nickname. See our “samples” link for ideas.

How much wording can I put at the top of the shirt?

Choose the wording that matters most to your class. There is no fixed wording limit, but extra text reduces the room for drawings and can become very small. Our graphics team determines the layout for your design.

Should I draw my own picture?

Absolutely! Almost all orders include pictures of the teacher and teacher assistant. Some include the principal and other school personnel. It is your class shirt - Do what you want!

How many faces can I put on one shirt?

We have done faculty and grade level shirts with 90 faces and still had room for more. Drawing sizes must be reduced more than normal. The size partially depends on the number of drawings and smallest shirt size ordered. We can print up to 10.5 × 10.5 inches designs.

What if I want the faces to be arranged in a specific order?

Our designers arrange drawings to fit their shapes and keep the layout balanced, usually with teachers at the top and students below. A specific arrangement can require smaller drawings. If you need a particular order, include a drawn mock layout showing the positions, including teacher placement. Stacking drawings in order is not a substitute for a mock layout. Artwork charges apply to rearrangements requested after the proof is sent.

Can we put a school logo on the shirt?

It may be possible. We will need high quality, black and white artwork (no halftones). If you would like to do this, please email us a copy of the design and then give us a call to discuss it. Copyrighted logos or artwork cannot be used (other than your own school/organization.)

Any ideas on how to explain the drawings to younger children?

Some teachers have told us they draw a big template on the blackboard and make a sample drawing - showing things not to do as well as a correct drawing. Some teachers even have a couple of students come up and draw on the blackboard. This probably works better than pointing at a small sheet of paper.

Shirt options and sizes

Can I mix shirt colors in the same class order?

It is possible; however, the ink color must be the same on all shirts. A few classes have chosen heliconia for girls, royal blue for boys, and used white ink for all of the shirts. Please be sure to submit one order form for each shirt color you plan to use for each class/order and staple them together. Please refer to the Shirt and Ink Color Compatibility Chart on our site.

We are placing 4 orders from the same school. Do the shirts all have to be the same color?

No. Each class can choose its own shirt and ink color combination. Keep each class's forms and artwork clearly identified.

Is there a discount for larger orders?

The current pricing is the same whether a school submits one class order or several. See pricing and minimums for your quantities.

I have an A.M. class, and a P.M. class. Can I get both on my shirt?

Yes. Please prepare the forms as follows: You need 3 orders forms: 1 for the AM class, one for the PM class, one for both. On the AM class, only order the shirts that have this on the front. On the PM class, only order the shirts that have this on the front. For the 3rd form, order the shirts that have both a front and a back. At the top of the form where you would normally put text on top, put “AM on front, PM on back.” On the 3rd form, add $3 for shirts with dark ink, $4 for white or yellow ink to the costs of the other shirts in your order. Full color prints are $4 for the back side. In the event you need to pay for rush service for an order like this, this is considered 2 classes (2 fees), even though there are 3 order forms.

What type of shirt do you use?

We use Gildan shirts and are transitioning from the 2000 Ultra Cotton series to the 5000 Heavy Cotton series as colors change. Some orders may contain both styles. The 5000 fabric is 0.7 ounces per square yard lighter than the 2000 fabric; the shirt colors remain the same. See shirt colors and current availability information.

Why is there a 15 shirt minimum?

The layout work and screen setup are included in the shirt price. The usual minimum is 15 shirts; fewer than 15 paid shirts incur a $35 artwork charge. See the minimum-order table for larger numbers of drawings.

Why do you have larger minimum orders when there are a lot of drawings?

More drawings require more time to prepare the layout, so higher drawing counts have higher minimum shirt quantities. The pricing table explains the thresholds and rounding examples.

Why is shipping only included for the 48 states?

Included shipping covers the continental US. Alaska, Hawaii and international shipments have additional charges based on actual costs. Ask for an estimate before ordering outside the continental US.

Why are full color designs only available on white shirts?

Standard full-color student drawings print on white shirts so the marker colors remain visible. For example, blue marker can disappear against a blue shirt. **Class of full color is a separate option available on colored shirts**, with drawings inside the Class of lettering and its own layout and order form. Choose Class of full color, or choose standard full color on white.

Are your inks CPSIA compliant?

Yes! We use the 480 and Hybrid series inks from One Stroke Inks. Inks are made in the USA, 3rd party tested, and fully CPSIA compliant. More information can be found here.

We have 3 small preschool classes. What can we do?

Many preschools and kindergartens with small classes combine the classes and make one shirt with all the faces.

I only have 10 students in my class. Can I still order?

Yes. Fewer than 15 paid shirts incur a $35 artwork charge, and promotions including the free teacher shirt are not available. Offering shirts to parents or ordering extras may help your group reach 15. Compare the totals before choosing.

Will parents also buy a shirt?

Yes, many parents buy shirts. Make sure you offer the parents a chance to get a shirt. Parents love having a shirt with a drawing done by their child.

I coach a sports team. Can they do a shirt?

Yes, Classroom Faces® can be used by sports teams, Cub Scouts, Brownies, clubs, family reunions, Kiwanis clubs, etc.

Is there an age limit?/Can high school classes make a shirt?

There is no age limit. We have done Classroom Faces® shirts for High School AP calculus classes and Family Reunions.

Ordering and payment

How do we take advantage of the free teacher shirt offer?

Effective July 1, 2019, all orders of 15 or more paid shirts are eligible for a Free Teacher Shirt! No promo code is needed to take advantage of this offer. Because no promo code is needed, other promo codes may be combined with this offer when available! To order your free teacher shirt, add your size to the counts on the left side of the order form, but don’t add that number to the totals on the right side of the order form. In a nutshell, pay for one less shirt than you need. See this example for details. The free teacher shirt offer must be claimed when the order is submitted. It cannot be claimed after we receive the order.

How should I pay for the order?

We accept personal or school/PTA checks, money orders, credit/debit cards and approved school purchase orders. Include the check, money order or approved copy of the purchase order with your mailed order. An approved school purchase order counts as payment for order processing, so artwork, printing and shipping may proceed before the invoice is paid, provided the order is otherwise ready. For card payments, we email a Square payment link; if payment is not received by the next business day, it could cause a delay. Do not mail card details. Missing payment or unresolved order information prevents the turnaround clock from starting.

May I send checks from parents?

Please combine class payments through the adult coordinator or school. We do not accept individual parent checks.

What is the “PROMO CODE” on the order form?

From time to time we offer specials on our website, blog, Facebook page, Instagram page, and via promotions with other social media accounts. Putting a valid “promo code” on the order form ensures that you will receive the correct special. No promo code is needed for the free teacher shirt offer. Only one free teacher shirt per order is permitted. Look for promo codes on social media and your favorite teacher influencers in off-peak periods.

What forms of payment do you accept?

We accept checks, money orders, approved school purchase orders and credit/debit cards through an emailed Square link. See How should I pay for the order? for what to include and when payment permits processing.

Why do you no longer accept credit cards on the order form or over the phone?

Card payments use an emailed Square payment link. Please do not write card details on the order form or send them by email. This keeps payment details with the payment service rather than on mailed paperwork.

Do we have to pay sales tax?

Only personal orders from Indiana pay 7% sales tax. All tax-exempt school orders MUST include a copy of an ST-105 tax exemption form. School orders that are taking advantage of their tax-exempt status must pay for their order with a form of payment that comes from the school. Example: A room mom organizing a Classroom Faces order in Indiana cannot use a school’s tax-exempt form and pay for the order with a personal credit card or check.

Should I make a copy of the order form?

Yes. Keep a copy of your completed order form and mailing tracking number. Your copy makes it easier to answer questions or check details if something needs attention.

Where can I get a copy of your W9?

Have your accounting department email info@classroomfaces.com for a copy of our EIN. A+ Images is incorporated, so there is never a need to send us a 1099 form for tax purposes.

Who is A+ Images?

We are an Indianapolis, IN based garment decorator. We serve several niche markets by offering a variety of garments with our own designs and can also customize designs with school names. “Classroom Faces®” is the name we have given to these specialized class shirts. You can view our custom teacher/staff/school shirts by visiting www.aplusimages.com/custom-school-and-teacher-shirts/.

Why do you need my email address?

We use the adult contact email for order questions, your layout proof and shipping tracking information. Please check it regularly while your order is in progress. We do not sell personal information or share customer lists with other businesses; see our Privacy Policy.

Proof approval

Why do you ask us to approve the layout?

The proof lets you check spelling, class wording and whether every child is included before printing. Review it carefully and request changes before approving. Changes may involve an artwork fee. See the Terms & Conditions for responsibility for approved proofs.

Why do you want the approval back so quickly?

Your printing is scheduled when the proof is sent. If approval is not received within the requested time, the order leaves that schedule and is rescheduled after approval arrives. This can add a week or more before shipment; prompt review helps protect your planned timing.

Reorders and changes

A parent did not buy a shirt when we placed our order, but now wants to get one for her child. Can you make an extra shirt?

Yes! We have purchased new printing equipment and as a result we can now offer reprint shirts for only $18 (add $3 for 2XL+) each shipped! For all reorders under 12 shirts, we can offer shirts using direct-to-garment digital printing. Most ink colors will come close to matching the original screen print ink color. Metallic Silver, Metallic Gold, and Fluorescent Green inks cannot be reproduced digitally. Metallic Silver will be printed as grey, Metallic Gold will be printed as Vegas Gold, and Fluorescent Green will be printed as a bright Lime Green. Full color reprints will look identical, as they were printed digitally initially. Reorders over 12 shirts will be printed using the same inks as the original order. If you want to change the layout, artwork charges will apply.

Why do you charge cancellation fees?

Cancellation fees cover the work and costs already incurred for your order. Request cancellation by email only. There is no fee before we receive the order; the fee is $25 per order/class after receipt but before artwork begins, or $60 once artwork begins. After printing, cancellation refunds are not available. If an eligible canceled order has already been paid, the remaining balance after the applicable cancellation fee is issued as credit toward a future order. See the Terms & Conditions for the full policy.

Can I get a refund?

We do not issue cash or payment refunds. If an eligible canceled order has already been paid, we issue credit toward a future order after deducting the applicable cancellation fee. Overpayments are also issued as future-order credit. We do not issue refunds or credits for differences in promotional pricing. Check your quantities and totals before submitting your order. See the cancellation policy for fees and timing.