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## Frequently Asked Questions

If you have any questions and can't find the answers, we can assist you. Please contact us at (561) 853-1515.

### Q. What is PMS?

**A.** Pantone Matching System®, trademarked-name of a standard system for specifying over a thousand printing ink colors by number. PMS is used in all (commercial and desktop) printing processes, and comprises of (1) Pantone spot colors, each with a unique reference number, and (2) Pantone process colors, based on CMYK color model. [To access our Pantone® Color Chart, please revisit our support page, where you'll find the downloadable link.]

### Q. What is CMYK?

**A.** CMYK is short for Cyan, Magenta, Yellow, Black and pronounced as separate letters. CMYK is a color model in which all colors are described as a mixture of these four process colors. CMYK is the standard color model used in offset printing for full-color documents. Because such printing uses inks of these four basic colors, it is often called four-color printing.

### Q. What type of file formats do we accept?

**A.** We accepts the following types of file formats for vector and clipart images: (.ai) Adobe® Illustrator®, (.pdf) Adobe® Acrobat® and (.eps) Encapsulated PostScript. Raster images for printing purposes should be in the following file formats: (.tif) Tagged Image File Format [TIFF], (.jpg) Joint Photographic Experts Group [JPEG], (.psd) PhotoShop®, however images for web purposes can be in the following file formats: (.jpg) JPEG, (.png) Portable Network Graphics and (.gif) Graphics Interchange Format [GIF].

### Q. What resolution do my image(s) need to be?

**A.** Raster images for printing purposes should be no less than 300 dpi, however images for web purposes should be no less than 72-150 dpi.

### Q. What is the difference between vector and raster graphics?

**A.** Vector graphics use points to create these shapes, lines, and curves and are built using mathematically defined areas to produce shapes, lines, and curves. Raster images also known as Bitmap are comprised of tiny squares of color information, which are usually referred to as pixels or dots. They are usually measured in "dots

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per inch” (dpi) when creating images or graphics for print or “pixels per inch” (ppi) when creating images or graphics for web use, which allows you to measure how much detailed color information a specific image contains.

Raster images offer greater color detail, however since they are pixel based, this also means they have a finite number of pixels. Therefore, when you attempt to enlarge raster image, the computer attempts to fill in the gaps from missing pixels with what it attempts to guess are the colors that should fit into the spaces. The interpolation of data is what causes the enlarged image to appear blurry or pixelated, since the computer does not have a way to know the exact colors that should be inserted. Vector images are infinitely scalable and are usually recommended for logos or for large scale printing. For creating graphics for web use, you can use either vector or raster graphics.

**Q.** Do you keep the content for my job(s) on file?

**A.** Yes! We archive most content that we do for our customers to make reordering and using your content on other products simple and easy. We can also make revisions to your logo(s) and/or content (usually) at no additional cost.

**Q.** What are my responsibilities regarding proofing?

**A.** Our expectations regarding any proofing is that you review “*in detail*” all content, quality (if applies; print resolution), texts (for grammatical error) and color-matching. We will never send an item to production without our client’s approval. Proofs may be provided in either paper, electronic, or on-product digital samples. They help ensure that the imprint looks correct on the items purchased. Please contact an account representative to further assist you with any questions and/or concerns regarding this process.

## Guidelines | Preflighting

**Q.** If I have a large file to submit and I don’t want to compress it, how else can I send it?

## Order Processing | Tracking

**Q.** How can I place an order?

**A. Online:** We primarily prefer that you submit your order(s) online because our website is always available for you no matter the time or day. Simply sign in or register with TagYourBrand, add items to your shopping cart. When you are done shopping, click on the shopping cart to view your cart and proceed to checkout.

**Phone:** Call us at (561) 853-1515 and one of our account representatives can assist you. Our representatives are available from 9am to 7pm EST, Monday through Friday.

**Email:** Send an email to [info@tagyourbrand.com](mailto:info@tagyourbrand.com) with full detail and your contact information regarding your order and once we’ve received your email, one of our account representatives will contact you. Please strongly advise you to call us to confirm that we have received your email.

**Q.** What if I don’t see the product online that I am looking for?

**A.** No problem. We do not expect you to find everything; it is our job to find the



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best item for your needs. Please contact an account representative so we can find the perfect item for your team.

**Q.** How do I cancel a job or make a change to an order that is already in progress?

**A.** You can cancel at any time prior to the order going into production, however if your job is already in production we cannot guarantee our ability to make changes or cancellations to an order. TagYourBrand will make every effort to comply with your cancellation request. If you've already approved your order, there will be a minimum charge of \$50.00 to cover order entry and preparation expenses. In addition, you are liable to pay the agreed upon price for any work that may have been completed up to the time that we are able to cancel your order. These charges may include but are not limited to setup charges, artwork preparation charges, shipping charges and restocking fees. All completed work and costs incurred will be the responsibility of the customer. If you need to change your order for any reason, please contact your account representative and we will be happy to assist you.

**Q.** What is the status of my order?

**A.** If you would like to know the status of your order please contact us at (561) 853-1515 or email us at [info@tagyourbrand.com](mailto:info@tagyourbrand.com). Please have your estimate number or customer name available and we can assist you regarding the status of your order. Keep in mind that you will receive a confirmation and your tracking information on the day that your order ships.

**Q.** What are set-up charges?

**A.** Most vendors applies these charges to set up your content on an item requires printing plates, screen, mold, film, setting up the engraving laser or embroidery tape charges (just to name a few) in order to apply your logo to a product. These costs are independent of the actual costs of actual job and are set-out under the "Set-up" section of your estimate. Although these are one-time costs, for certain items there are re-set charges, which will also be noted separately.

**Q.** How do I place a re-order?

**Q.** What are the standard minimum order quantities?

**A.** Most of the time the minimum quantity shown is the required minimum, although we encourage you to call if your requirements mean you need fewer items so we can offer assistance if possible. If you need to order more than the quantities shown please contact us at (561) 853-1515 or email us at [info@tagyourbrand.com](mailto:info@tagyourbrand.com) as additional discounts may be available.

**Q.** How can I receive a coupons?

**A.** By following us on our social media links i.e. (Facebook®, Twitter®, Google+®, etc.) which are located on our website or by simply signing up for our emailing lists, you can receive any available coupons and/or promotions.

## Shipping | Delivery

**Q.** Can I split my order and ship to multiple locations?

**A.** Yes, depending on the complexity of your shipping instructions additional per

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location, drop-ship charge may apply.

**Q.** Can I ship using a 3rd party shipping account number?

**A.** Yes, just simply provide us with your 3rd party billing account number preferably to your account representative and we'll take care of it for you. Please be advised that in some circumstances, there may be a 3rd party billing fee.

**Q.** What if I receive more or less than I ordered?

**A.** Because we produce items in bulk, we always try to run a few extra pieces in case there are quality issues. We want to make sure that you receive the best items we produce. Depending on the item that you order, that quantity can vary from 5% - 10%. We at TagYourBrand make every effort to meet your quantity exactly, but overruns are billable unless prior arrangements are made. This is a standard practice in our industry. Arrangements can be made prior to production to alter this policy and may require an additional charge.

**Q.** What carriers do you use and how will my order be delivered?

**A.** We prefer to ship by either FedEx® or UPS®. The shipping method is determined by your in-hands date, location of your destination, time-frame and cost factors. Shipping is charged at prevailing freight rates by carrier and we can ship on your account if you would like just let your account representative know. If freight charges are not specified on your order confirmation we will bill your freight post-shipment and may show up as a separate charge on your credit card. Our standard freight method is FedEx® Standard Service.

***\*Please be advised that we do not deliver to Post Office boxes.***

**Q.** What if I need my products for a specific event date?

**A.** Please always inform us if you have a specific "in-hands" date and we will make it happen! Production times stated on each product page are estimates only and vary according to manufacturer. Please advise us ahead of time if your in-hands date is firm or if you need your items by a particular time of day. Unless we are notified otherwise, we assume that the standard production time is appropriate. Also, please note that we reserve the right to adjust delivery times based on customer need. In other words, we may change your ship date by a day or so in order to accommodate a customer with a rush request. We will notify you immediately if we choose to do so.

**Q.** What if product is lost in shipping?

**A.** TagYourBrand guarantees that we will ship your items on the designated day via the method that you have approved. However, ownership of the goods passes to the customer once we deliver them to the carrier. We will do everything within our power to help you with any situations you encounter. All of the major carriers that we work with have policies relating to these situations that you should investigate prior to placing your order.

**Q.** Can you ship internationally?



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**A.** We have shipped all over the world and currently have customers on almost every continent. We prefer to ship FedEx® International and can handle everything from customs to packaging for an additional charge.

## Rush Services

**Q.** Do you offer rush services?

**A.** Yes! Rush orders are available upon request. Additional shipping charges will apply to all rush orders. Charges for shipments outside the continental US are subject to a surcharge. Shipping charge total will be calculated at the time the order is placed. Please contact an account representative at (561) 853-1515, if you need your order rushed.

## Invoices | Payment

**Q.** How can I pay for my order?

**A.** Due to the permanent nature of producing custom products, all first-time orders must be paid for before shipping. All payments can be made online and we accept checks and all major credit cards (Visa®, Mastercard®, Amex®), company check or any other standard, legally-recognized form of payment. Large organizations and government purchasers may use corporate purchasing cards. If you choose to pre-pay by company check we cannot process your order until your check clears our bank.

**Q.** When do you charge my credit card? Do you require pre-payment?

**A.** We authorize your credit card once your order is ready to go into production, but we do not collect the funds until your order has been shipped and delivered.

## Refund | Returns

**Q.** What is the return policy on order?

**A.** TagYourBrand stands behind our products, period. If you need to return an unused product for any reason, we'll be happy to credit your account, exchange the item, or give you a refund for the cost of the merchandise, if returned within 30 days from the receipt of your order. Custom and personalized merchandise cannot be returned.

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