Q - What is included in the quoted price?

A - Our print price plus the setup fee includes everything required to print except the garments. We can order garments for you or you can supply your own. Check out our price list for all the information on our print pricing and garments.

Q - What is the order minimum?

A - Our minimum order is 24 shirts per design. Check out our price list for all the information on price breakdowns by volume.

Q - What is your processing time?

A - Standard turnaround time is 12 business days from arrival of garments , approval of proof and payment.

Q - Will you save my screen?

A - We do not save screens. We charge a $20 setup fee per color for new designs and $10 setup fee per color for reprints.

Q - Can I send you other types of goods to print on? What are the requirements or restrictions?

A - We do allow customer supplied garments, please contact us to see if your garments can be printed on successfully. We require a 3% damage allowance to account for misprints. If an exact number of finished garments is important, please supply us with extra to insure you get the number you need. Manufacturer flaws in customer supplied garments are the responsibility of the customer.

Q - Who's property is the artwork? Will you reuse this or advertise my design ever?

A - Customer supplied artwork and any artwork commissioned by a customer and designed by Soul2soul remains to property of the customer. We will not reuse the design but may show examples of our work in advertisements for our printing.

Q - What if I do not like the finished product? What is your return policy?

A - Custom screen printed items cannot be returned. We will gladly exchange or replace the item(s) if the item is defective or the decorating is excessively different than what was sent in a proof.

Q - Will I be able to reorder this product time and time again? Will I be notified if you discontinue a style option?

A - Style options are based on the availability from the vendor. We can suggest certain styles that may have long term availability but cannot guarantee that a garment will be in stock. We cannot individually notify customers if a style is discontinued or out of stock.

Q - Do you offer custom labels?

A - We do sew in private labels for Flat labels - $.60 per tag + folded labels - $1.20 per tag. All Labels are sewn on top of the neck seam.

Q - Can I make a sample order to start?

A - Our minimum sample order is 24 pieces.

Q - What type of ink do you use?

A - Our standard plastisol inks are 100% Phthalate-free and our press wash is soy and citrus based.

Q - Can you help me with my shirt design?

A - Yes, we offer Production Design Services (Sizing, low res art cleanup, etc.) at $30 per hour and Graphic Design Services (Full design and Illustration) at $40 per hour.

Q - In what format must my artwork be submitted?

A - Customer must supply high resolution/ print ready artwork to size. Raster: .psd, .jpg, .tif (300 dpi or higher)   Vector: .eps, .ai, .pdf
Text must be converted to outlines. Please see the screen print price list for full details.

Q - What ink colors do you offer? Can you match Pantone?

A - PMS color matching was primarily designed for offset printing and does not account for all the variables in Screen printing. We strive to get you the best color match possible but due to the nature of screen printing, an exact PMS match is not guaranteed.

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