

Sublimated Garments – Frequently Asked Questions (FAQ)

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GENERAL

Q: Where is Oddball Workshop located?

A: Our Workshop is located at 2698 Nootka Street, Vancouver BC.

Q: Where is Oddball Workshop products manufactured?

A: We manufacture our custom-sublimated product lines in our 10,000 sq. ft. workshop in Vancouver, Canada.

Q: Can I have a mini-tour of the Workshop and see where all my custom clothing is made?

A: Absolutely! We are busy, working Workshop though, so please be sure to request an appointment and we'll be glad to walk you through our Workshop. We suggest you allow 10-15 minutes for your visit.

Q: How should I wash my custom clothing?

A: To maintain the integrity and colour of fabrics, machine wash clothing on delicate / gentle in cold water using mild soap / detergent. Close all zippers before washing. Do not use fabric softeners. Line dry. Do not bleach, twist, wring, heat, place in the dryer, dry clean or iron.

ART

Q: When designing a custom jersey / garment, do the white areas need to remain white?

A: Yes. The only fixed element when creating a custom design is the actual design pattern. Colors can be changed as desired and your logos can be placed as you please.

Q: Do you charge more for each additional colour?

A: No. Because we utilize a full-dye sublimation process. This method of heat transfer imprinting allows all over printing of full color images and absorption of colors into the threads, resulting in crisp lines and true colors.

Q: Can I have specific colours in my design?

A: Yes. We use colors in CMYK format in our sublimation printing. If you have specific colours in-mind for your designs, please provide us those values. Please be aware that colours print differently on fabric than they do on paper and can also display differently from screen to screen.

Q: Can you match the colours in my current jersey?

A: If you've ordered from us in the past, there's a good chance we will be able to match the colour to your last print. We will endeavour to ensure the best colour match possible. However, because of the numerous factors involved in printing we cannot guarantee an exact colour match. If you have specific

colour requirements, please let us know and plan to send us a physical sample. Artwork charges will apply.

Q: I am not sure of what I want; can you help me with my order and garment artwork/design?

A: Yes. Our Graphics team is quite capable of creating something specific to your needs. It is helpful to provide us with as much information as possible, including but not limited to design style/elements, pictures, fonts and colors desired. Artwork charges will apply.

Q: I have an idea of what I want my garment to look like and logos and elements I want to include; but I need help with putting it all together, can you help me?

A: Yes. Please provide us your logos and elements in vector format (where possible) and tell us as much as you can about your vision for your new garment, be as detailed as possible on placement of all supplied logos and elements. Artwork charges will apply.

Q: Do you charge for artwork / help with design?

A: Artwork / design time is billed at \$50/hour, with one (1) hour minimum and typically billed at 30-minute increments thereafter. The amount of design time and hence fees depend on the complexity of design, whether logos have been submitted in vector format, and the number of templates used, among other variables.

Q: What format do I need to submit my logos / artwork elements?

A: Vector graphics in .AI or .EPS format are preferred. If you are using an image such as a PNG or TIFF it must be high resolution (300+ dpi). JPEG graphics lose quality and as such often print very poorly and are not recommended. If graphics cannot be obtained, inquire about utilizing our design team to create unique art for your needs. Please see our Artwork Instructions and Logo Standards Guide for more details.

Q: I have graphic design skills; do you provide templates for me to create my design?

A: Yes. Let us know which garment styles you'll like the design templates for and we'll be glad to provide to them to you via email. Keep in mind that although you may be quite skilled at design, we will still submit your art to our Graphics team to ensure quality control elements that are internal to our system. Where artwork returned to us is not suitable or ready for print, where possible, we will provide you an estimate for artwork charges.

Q: Can I get artwork to line up across seam lines for a "wraparound effect"?

A: From an artwork perspective we advise customers that artwork will not line up across the seams – this is because we cannot guarantee that the continuity will happen on every single garment. However, for the best probability for continuity, if you adjusted the artwork elements that go to the edge of those panels, so they would "overlap" a little within the seam allowance that would increase the chance of the artwork appearing like it lines up across the seams.

Q: Do I have to have the Oddball logo on my jerseys / tops, shorts / bottoms and/or midlayers/outerwear?

A: We are proud of the work we do and our products. Our logo standards specify required location on all our sublimated garments: right side, back above bottom hemline for tops; right side. Front below waistband for bottoms.

Q: Can I work directly with one of your designers?

A: Your Oddball Representative will be your primary contact and he/she will assist you throughout the entire process of your project.

Q: Can I see a sample of my custom design before I receive it?

A: Yes. There are three different options for reviewing final designs:

1. To finalise your artwork, you are provided with a Baby Sample with your design layout on a flat template. A baby sample is a miniature (therefore the name) of your design that is printed on the actual fabric that your custom apparel will be made of. These are printed with a function - to check that the colours appear as intended when printed to fabric and the final approved version is stored at the Workshop to facilitate reorders. All orders receive up to two (2) Baby Samples automatically at no charge because we understand that artwork might not always print the way you hope the first time! The fee is only \$10.00 each thereafter if you need to make more changes.
2. You may order a Swatch Sample after you approve your artwork. For orders over \$5,000, a customer may order a complimentary swatch sample. For orders under \$5,000, the swatch sample fee is \$25.00 per swatch sample. A swatch sample is generally a portion of the front, back or sleeve of your garment printed on the actual apparel fabric. Customers generally order a swatch sample if they are concerned about the clarity of a particular logo or their colour choices.
3. You may order a fully Sewn Sample after you approve your artwork. The fee for a Sewn Sample is the same as if you were ordering a single garment. The cost of this will be credited and re-rated according to your order quantity if your order is placed within 4-weeks of receiving your Sewn Sample. Customers generally order a Sewn Sample if they are concerned about the overall aesthetic of their garment.

PRICING

Q: What is the minimum order quantity needed to place an order?

A: There is no minimum order quantity.

Q: Am I able to order both men's and women's styles within a category to reach the quantities for the incremental price breaks?

A: Yes.

For Example:

If an order contains 4 x Men's Athletic Jersey – Short Sleeve, 6 x Women's Athletic Jersey – Short Sleeve, 3 x Men's Racer Tank Top and 4 x Women's Relaxed Tank Top, this order will receive 15% off the single unit price for each style as they are all in the "Jersey" category and the combined quantity meets the 12+ price break.

If an order contains 12 x Men's Athletic Jersey – Long Sleeve, 8 x Women's Relaxed Tank Top, 4 x Women's Athletic Tank Top, and 14 x Women's Cascade Jackets, this order will receive 20% off the single unit price for the Jerseys and Tank Tops as these are in the "Jersey" category and the combined quantity meets the 24+ price break; and 15% off the single unit price for the Cascade Jackets as they are in the "Outerwear" category and total quantity meets the 12+ price break.

Q: If I order five jerseys and one jacket, am I able to receive the price break for the 6+ quantity?

A: No. These two items fall into unique categories. The price breaks apply to the total quantity of garments ordered in a category, please refer to your Oddball representative for more details.

Q: What are the minimums on reorders?

A: There are no minimums on reorders. Any reorder under \$300.00 is subject to a \$25.00 processing fee. This also assumes no changes in artwork. Please see our Sublimation – Custom Garment Order Policy for more details.

FITTING

Q: Can I receive a sizing kit or fit kit?

A: Yes. Once you have selected a style(s) of garment for your order, you may order a Size Kit. Kits may be ordered in a range of sizes specific to the garments you are interested in. A verified credit card (not a debit card) is required to secure a size kit. Customer accepts all responsibility for selection of sizes and is highly encouraged to order a Size Kit.

Q: I don't know what style of garments I want yet; can I receive samples of the ones I'm interested in?

A: Yes. You may order a Style Sample Kit. Kits may be ordered in a range of styles specific to the garments you are interested in, where available one garment per style requested will be provided in the style sample kit. A verified credit card (not a debit card) is required to secure a sample kit.

ORDERING

Q: What is required for my order to be placed?

A: An order is deemed as placed when all of the following has been received by Oddball:

1. Approved artwork (Baby Sample is final step in this process)
2. Approved work order (including size and quantity details)
3. Payment of 50% of the total value of order

Q: What deposit is required to get my order started?

A: All orders require a non-refundable 50% deposit of the total value of the order to get started.

Q: What forms of payment do you accept?

A: We accept MasterCard, Visa, e-transfer/Interac and cheques. Please note that on all cheque payments, we cannot start production on your order until your cheque has arrived and posted to our account.

Q: How long does it take for my order to be produced?

A: The amount of time required for production varies across different the styles, please see below:

1. 3-weeks: Jersey & Casual Wear
2. 4-weeks: Bottoms & Midlayers
3. 6-weeks: Outerwear

Q: Can I get my order faster than the standard lead time of 3-6 weeks?

A: To request a rush, speak to your Oddball representative prior to your order moving into production. Depending on the style of garments you intend to order, you can request a rush for either one to three weeks earlier than our standard lead time. All requests must first be approved by our production team to ensure such a request can be accommodated. If the rush is approved, a rush fee (percentage of order value) will be applied.

Q: What if I need to add items to an order that has already been placed?

A: Once an order is in production, we can no longer make any changes. You may make changes on your next order or place a reorder.

Q: Can I cancel my order if I've changed my mind?

A: Cancelling your order once it has been placed, will forfeit the deposit provided at order placement.

Q: When does the timeline start with my custom order?

A: Once the last of the three items required to place an order are received, your order will be placed and confirmed with our production team.

1. Approved artwork (Baby Sample is final step in this process)
2. Approved work order (including size and quantity details)
3. Payment of 50% of the total value of order

Q: Is there a minimum number or items I need to order?

A: No. There is no minimum order quantity.

Q: Why do I need a swatch sample? What is this?

A: You may order a swatch sample after you approve your artwork. A swatch sample is a portion of your design that is printed on the actual fabric of your apparel. Most people order a proof plus to be certain about their colors or want to see the clarity of a particular logo. The fee is \$25 for any order under \$5,000. Orders over \$5,000 will receive a swatch sample automatically at no charge.

Q: How long does it take to get a Style Sample Kit or Size Kit? Am I charged for it?

A: If all garments are in stock we will confirm your request and you will receive an email with tracking information. Size & Style Sample Kits are free of charge. A verified credit card (not a debit card) to secure a kit. You are required to ship the fit kit back to Oddball within three weeks of our initial ship date

Q: I ordered a garment with my team and it doesn't fit, what can I do?

A: Our garments are custom made to order therefore all orders are final. A re-order is always an option. If you ordered through your team, please speak to your team/clothing manager to discuss options. Where possible, we will assist your team/clothing manager to assist.

Q: How long does it take to get my garments after they have been shipped?

A: Shipping via ground service to areas on the west coast is 2-6 business days and 5-9 business days for the east coast of continental North America. If you would like an expedited service, or have a preferred expeditor/ freight forwarder, please provide account information at time of order.