

# Frequently asked QUESTIONS...

## **Do you have a min. order requirement per design?**

We sure do. Please see our minimum order requirement based on single or combined class designs.

## **How many images can I fit on the one tea towel?**

As a general rule, we can have up to 300 head and shoulder images to the one design. Or 200 handprints. When there are more than 150 images, we recommend head and shoulder images only. We will type names to ensure images and names print clearly and are legible.

## **How long does it take?**

From the moment you have decided you are going ahead with a Tea Towel Fundraiser, allow 3-4 weeks from start to finish. Whole schools designs may take a little longer with artwork. Once artwork has been received- allow 7-10 business days to receive draft layout. 10-14 days for whole school designs.

## **Can I print in 2 or more colours?**

Most definitely - ask our team for more info and pricing.

## **Do you colour match?**

We certainly do at no additional cost. Please provide us with your PMS reference and we will colour match for you. Metallic and fluro inks attract a higher price. [www.pantone-colours.com](http://www.pantone-colours.com)

## **Do the children have to draw portraits?**

Absolutely not! Consider setting a theme... these are a few of my favorite things? Be as creative as you wish!

## **What if we don't meet the min. order requirement?**

You will be charged at the min. requirement quantity based on your design. Eg - one class x 25 or combined x 50.

## **Can we re-order?**

Most definitely! Re-order pricing will be based on our retail 1 colour print pricing. See staff for pricing.

## **Are there any hidden/extra costs?**

Absolutely not! Pricing includes artwork, set up, garment, print and GST - excluding postage and any personalised packaging requirements.

## **How many changes can I make to my artwork?**

Basic spelling and minor changes will be made without charge, any major rearranging or changes after artwork has been approved will incur a fee. Our team will advise before changes are made.

## **Will you accept our job if drawings are sent late?**

Please contact our team to confirm. Generally speaking- yes! ALL orders received after cut off will be sent via express post at the client's expense.

## **Why choose Tea Towel Keepsakes?**

We're Australia's tea towel printing specialists, with over 22 years experience. We are a family owned business with a friendly, helpful approach. We proudly print in Australia with genuine care and excitement.

## **HAPPY FUNDRAISING!**