



VMS Branded Apparel and Promotional Products Frequently Asked Questions

1) What is apparel decorating?

Apparel decorating refers to the process of adding designs, logos, or artwork to various types of clothing or accessories. It involves methods like screen printing, embroidery, heat press, or direct-to-garment (DTG) printing.

2) What types of apparel can you decorate?

VMS can decorate a wide range of apparel, including t-shirts, sweatshirts, polo shirts, jackets, bottoms, hats, bags, and more. Our decorating techniques are suitable for both casual and professional attire.

3) What decorating methods do you offer?

We offer several decorating methods, including screen printing, embroidery, heat transfer, direct-to-film and direct-to-garment printing. Each method has its unique benefits, and our team can recommend the best option based on your specific requirements. To learn more about the different processes click here ([link to apparel processes PDF?](#)).

4) Can I provide my own designs or artwork?

Absolutely! We encourage our customers to provide their own designs or artwork. You can send us your digital files, such as high-resolution images or vector graphics, and our team will work with you to ensure the best results.

5) What if I don't have a design?

No worries! Our talented graphic design team can assist you in creating a custom design that suits your needs. We'll collaborate with you to understand your vision and bring it to life.

6) What is the minimum order quantity?

- a) The minimum order quantity depends on the decorating method and the type of apparel you choose. For some techniques like screen printing, the order minimum is 6 but for other print techniques such as embroidery, the minimum quantity is 12. For more information, please reach out to our team with your specific requirements, and we'll be happy to assist you.

7) Can I mix different garment sizes and colors within the same order?

Certainly! We offer flexibility in mixing different garment sizes, colors, and styles within the same order. This allows you to cater to various preferences and requirements, such as different sizes for a team or different colors for an event.



8) What is the turnaround time for orders?

The turnaround time depends on the complexity of the order, the quantity, and the specific decorating method chosen. We strive to complete orders as quickly as possible while maintaining the highest quality standards. Once the artwork is approved, we aim to complete your order in 7-10 days, but our team will provide you with a more specific estimated timeframe once we have all the details of your order.

9) Do you offer rush orders or expedited shipping?

- a) Yes, we understand that sometimes you may need your order in a hurry. We offer rush order services and expedited shipping options to ensure your deadlines are met. Additionally rush fees apply depending on the urgency. Rush fees consist of 25%, 50%, or 100% of total order. Freight costs are the customers responsibility. Please let us know about your time constraints, and we will do our best to accommodate your needs.

These FAQs should help address common queries related to our apparel decorating services. If you have any further questions or need more information, please don't hesitate to [contact us!](#)