

Embroidery Information

1. Can Gilden Tree embroider a customer's logo?

Yes. We can embroider company logos on all our textile products.

2. How do we get started?

The best way to start is to download the Embroidery Worksheet from our website and gather the information it asks for. Then just call us when you're ready.

3. How much does it cost?

There is a one time, non-refundable set-up charge of \$75.00, which must be paid before the logo work can be started. (Changes to the embroidery may cost more.) Embroidering is \$3.00 per item, but may be more for a large or complex design.

4. How many colors does this cost include?

Up to four colors are included in this cost. Please refer to each color by the PMS number – either coated or uncoated. Computer monitors do not reflect actual colors, so an email logo may appear a different color than what you actually want. PMS color numbers are the safest bet.

5. Can you use the logo from a business card for embroidery?

Sometimes, but the best embroidering is done with camera-ready artwork. If that is not available, a good, high-contrast letterhead is also acceptable.

6. Can you send a logo via email?

Yes, a "jpg" or "tif" file is acceptable. Please send logos to: Cindy@gildentree.com

7. How long does it take to do the embroidering?

It takes up to fifteen days to "digitize" the logo, (prepare it for embroidering) and make a sample for approval.

8. Can Gilden Tree just ship the whole order without a sample?

No. A sample must be made, sent and approved in writing by an authorized representative of the customer. Embroidery is not started until we receive the signed approval back.

9. What if the goods are needed in a big hurry?

A customer in a big hurry can receive the sample by Next Day Air, but should expect to pay extra for that shipping. A faxed copy of the approval is acceptable.

10. How long after approval will the order ship?

Usually three weeks after receiving approval, the order will be ready to ship. Depending upon the season, it may ship sooner. October 15th is the cutoff date for any order which must ship before Christmas.

11. Does Gilden Tree require a down-payment?

Yes. Because embroidered goods are not re-salable, a check for half the cost of the merchandise itself is due with the approval. No embroidering will start until the payment is made. The balance and shipping charges will be charged the day the order ships.

If you have any questions, please contact our office toll-free at 888-445-3368.

GILDEN TREE


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