



You have question ? We got answer for you !

1 What is minimal quantity to purchase ?

- A Basically our minimal quantity is one piece*, means you basically don't have to worry if your quantity is small.
- B Due to international transportation charge is high, if your quantity is small, we suggest you to work with us, as earlier as possible to use slower transportation to save money

2 How to get price quote ?

- A Choose from our templet, modify colors, indicate location for all your logos and sponsor logos position
- B Changes of collar type within simple collar type range
- C Give us your logos followed by our Logo requirements*
- D Work with us on your design in our Slow Season* to lock down your price quote
- E Give us 14 days to produce your order*, and another 14 days for transportation*
 - * Please check out our Design Requirements
 - ** Please check out our Slow Season Discount Policy
 - *** 14 days production time is our standard lead-time, 14 days start after you confirmed order and made payment

3 Personalize items with extra charge ?

- A Add player's number, name to each product you purchased = No extra charge
- B Asking our designer to re-draw your logos, or design your logos = Extra charge may apply (Or not able to do it*)
- C Don't like our templets, asking unique design = Extra charge may apply (Or not able to do it*)
- D Odd size or measurement modify for your product = Extra charge may apply (Or not able to do it*)
- E Needed in urgent, give us less than 14 days production lead time = Extra charge may apply (Or not able to do it*)
 - * We always try to make your design come true, but sometimes the communication or your request are beyond our ability, we may just not able to do it.

4 How to start work with us ?

- A Download our [Job Sheet](#) and fill out as detail as possible
- B Pick a templet from our archive (You may download from our website)
- C Change colors if necessary, choose colors from our color swatch
- C Place (Indicate) logo, name, number position with width or height indication
- D Change options, such as change collar type, shoulder type, sleeves length, and desire fit
- E Choose material or communicate with our web sales for recommendation
- F Specify purpose of uniform, such as : Soccer / Football / Basketball / Badminton / Tennis
- G Sports or event due day (your last day of wish receive products)
- H Estimate purchase quantity
- I You may then send via e-mail with all above information included
- J We shall provide you with price quotation
- K With Price confirmed, we shall proceed finalize your design
- L You may request modifications or confirm design
- M You may request sample (if order larger than 20 pcs)
- N Confirm on Design or sample
- O Provide your order details, such as printed name, player number, size and quantity



- P We will send you Sales Contract to confirm all necessary information
- Q Made payment
- R Proceed production
- S Production complete, we shall asking balance payment (if apply)
- T Made shipment (Normally via DHL)
- U You received product, check quantity and quality, feed back to us.
- V Enjoy your product, don't forget to send us happy face photos

5 How to ship product ?

- A Default shipment type will be DHL or UPS, shipping time will be around 4 - 5 days to you*
- B Saving cost, we will ship as small package international shipping company, shipping time normally within 14 days, some odd case may up to 21 days
 - * Each country's customs regulation different, normally it won't be a problem, but sometimes may hold up by your country's customs for few days to check

6 How to work with us on your design ?

- A Download our [Job Sheet](#) and fill out as detail as possible
- B Send back your [Job Sheet](#) by scan or take clear photo to us
- C When you send back Job Sheet, please also include all the logos you may use on your product, so we can evaluate possibility
- D After received your Job Sheet, we will reply you within 2 working days for price estimation or any question we may have
- E Once all design requirement information all clear, we will send final design for you to approve, (normally within 3 working days)
- F You may asking modification, and this process may take up to 3 times*
- G Once you confirmed the design, we shall send you Sales Contract to get your approval
- H Once you confirmed the Sales Contract, please pay.
- I After received your payment, we shall proceed production (14 days production lead time start)
 - * More clearly giving us the design direction and information, faster we can complete your design
 - ** Modification limited to 3 times

7 Don't like our templet, what to design your own ?

- A Send your design alone with filled Job Sheet by jpg, png, ai, cdr, pdf format
- B Or hand sketch your idea, take a photo send to us along with your filled Job Sheet

8 Odd size or shape of product ?

- A If you required odd size, or shape of product = We need to modify the pattern = Yes and No
 - Yes = We love to give a try, please be specific as possible
 - No = If your requirement is beyond our ability
 - * Extra charge may apply

9 Sample of your design

- A Order quantity larger than 20 pcs, you may ask for a Free sample after design confirmed and sales contract approved and paid.



- B Order quantity less than 20 pcs, you may ask for a Paid sample after design confirmed and sales contract approved and paid.
- C All samples shipped with cost on you.
- D Sample, after request, will ship out within 7 days after request a sample.
- E Modification after received sample, yes, but post modification will not send sample to confirm

10 Will your product shrink after wash or dry ?

- A Our product will not shrunk after wash or after dryer machine (below 60°C or 140°F)
- B Please follow care label to wash and dry your product

11 Will your product loose color (colorfast) during or after wash or dry ?

- A Our product will not lose color after wash or after dryer machine (below 60°C or 140°F)
- B Basically our product is colorfast product, however, sometimes, may showing minor colors on water for the first or second time wash.
- C Please follow care label to wash and dry your product

12 How about material ?

- A Please check out material description on our Material at website
- B Most of our materials are manmade material, we are not able offer natural Cotton or Wool or Silk, due to our Sublimation process
- C Most of our materials are Ventilation, Quick Dry, please check out material details at our Material
- D Some of the material just not able to do Ventilation and Quick Dry function due to the nature of Fabric*
- E Please check out our material content on our Material at website, material content information also printed on product, we don't or limited use extra label
 - * Our IMC series material is Manmade Polyester material, to create cotton hand feel, this material not able to do Quick Dry and Ventilation function
 - ** Our thick material, such as material for Jacket, Sweater, Track Suit, we are also not able to provide Ventilation and Quick Dry function

13 How about the color ?

- A We study and search market for brightest color possible, and our black color, is darkest black on market
- B Our ink is water base ink, 100% environmental friendly ink, no harm to human or animal or environment during production.
- C Our color will not faded away after years, it will be still bright and pretty as the first day you receive it.

14 About our size chart and product

- A All our product done by manual stitching, it is quite normal, there will be about +/- 1.5 cm or 0.5 inch differ than our size chart
- B With years of working with professional elite team and schools, we try to offer the product as market need, not to mimic any brand
- C Our size chart don't set apart adult or children's, we offer straight sizes from 6XS all the way to 6XL
- D We try to offer different fit of different athletics, if you have specific need, please contact us.

15 About Design your logo

A We are Sportswear company, design a new logo is not our strong strength, there are many company specialize in logo design, we suggest you design your logo with these company.

B However, if you already have your new logo in mind, but not able to do a complete logo design or drawing, maybe we can help on that, please make a rough hand drawing on a paper, we can make it for you = Extra charge may apply (Or not able to do it*)

C Verbal or written logo design without rough sketch, we may give a separate charge = Extra charge may apply (Or not able to do it*)

D We can always mimic re-draw your logo = Extra charge may apply (Or not able to do it*)

* We always try to make your design come true, but sometimes the communication or your request are beyond our ability, we may just not able to do it.

16 About Art design or Fashion design

A We are Sportswear company, design a sports wear is our daily work, but we are not able to do art design, such as re-draw a photo image or compose an art landscape, the best we can do is take your photo, try to change resolution good enough for printing resolution, or use software to convert into cartoonlike image = Extra charge may apply (Or not able to do it*)

B We are also not able to make your Teamwear or uniform in Fashion design, unless you gave us a rough hand drawing. = Extra charge may apply (Or not able to do it*)

B However, if you already have your new design in mind, but not able to do a complete design or drawing, maybe we can help on that, please make a rough hand drawing on a paper, we can make it for you = Extra charge may apply (Or not able to do it*)

* We always try to make your design come true, but sometimes the communication or your request are beyond our ability, we may just not able to do it.

17 Duplicate other company's design or anything related to copy right

A We are not able to do a duplicate design, if you just give us a shirt or pants, we respect copy right seriously.

B On your design and order, please ensure you have the permission to use all the logos, image and your drawing, if we have question regarding any logo or image, we reserve the right not to precede your order.

C Again, we respect copy right very seriously.

18 Care label logo change or information change

A By universal rule, we must indicate Country of Origin, which is Made in China

B By many countries regulation, we must indicate content of fabric.

C We normally will put our Sublime Sports logo together with care label (Printed Care Information, not separate stitched label) If you request remove our logo = Extra charge may apply (Or not able to do it*)

D If you would like to remove our logo from care label, and replaced with your logo = Extra charge may apply (Or not able to do it*)

* We always try to make your design come true, but remove our logo we may just not able to do it, of course, if your order quantity big enough or you will pay for this change, we are more than happy to do it.

19 We are here to answer all your questions : services@subline-cn.com