We know there are a lot of choices when it comes to decoration services, so on behalf of our entire team, we want to thank you for considering Custom Express for your apparel decoration needs!

**Important information on our proofing system.**

**ALL** orders, new and repeat, will need approval before we can start production. Please utilize our proofing system with a desktop computer only. We strongly urge you not to use a cell phone to approve proofs. Using this system allows us to more effectively keep track of orders within our system, and you can now do the same.

**Proof Approval:** Each placement will be on its own page. You will need to approve each placement and can do so by clicking on the large yellow arrows to go forward and back.

**View Invoice:** You can now view your invoice during and after your approval by selecting the **VIEW INVOICE** button. You can see the **DEADLINE** which is our estimated date of completion, and can verify that we have entered all your PO information correctly. If you see any missing or incorrect information: shirt style, quantities, shipping address, or due date, this is the best time to correct this information by letting your sales rep know right away.

**Please send separate purchase orders for screen print & embroidery as follows:**

**Jennifer**: [orders@yourcustomexpress.com](mailto:orders@yourcustomexpress.com)  - SCREEN PRINT & Digital Screen Print Orders

**Heather**: [sales@yourcustomexpress.com](mailto:sales@yourcustomexpress.com)  - EMBROIDERY & Heat Applied Patch Orders

**Isabella**: [info@yourcustomexpress.com](mailto:info@yourcustomexpress.com)  - Digital Screen Print (DTF)

**To ensure no delays in processing your orders, we kindly ask that all purchase orders contain the following information:**

- **Stock Info:** Style number(s), color(s) & size breakdown of goods coming for the order.

- **Print/Embroidery Colors**: Please select a stock color from our stock ink/thread charts, or provide Pantone Solid Coated colors.

- **Specific Placement of Logo(s)**: Ex- Left Chest, Full Front, Hat Front, Etc.

- **Desired Logo Sizing**: If available. We can aid in logo sizing if needed based on apparel sizes noted.

- **Artwork for Order**: Please submit all art/embroidery files at the same time as the PO. Sending both the PO and art/embroidery files together in the same email is preferred.

Vector artwork is required for all screen print orders. If you do not provide vector art for a screen print order, an art charge of $24 will be added to your order. If you are unsure whether your art is vector, please send it over for review prior to placing your order.

If you provide your own embroidery files for orders, note that usable embroidery files include .DST, .PXF or .EMB file extensions. Please include a logo run sheet or color reference image of the logo so we can lay the logo colors in the correct spot. If you would like us to digitize a logo for embroidery, a $40 digitizing fee will be added to your order, and you would simply need to provide an image of the logo (.JPG or .PNG files are fine for digitizing). Please provide Pantone Solid Coated colors for the colors to use in your logo as this is the easiest way for us to match colors to our stock threads.